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System for Automated Messages





System for Automated Messages

SAM Reference Manual



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Introduction and Overview

Welcome to SAM

SAM is designed to make your life a little easier by minimizing telephone tag, message mania and interruptions to your work.

SAM is a comprehensive messaging system designed to run on IBM compatible personal computers. It can run on a Local Area Network where everyone can send and receive messages, or it can run like a "message center" where the receptionist takes the call and everyone else is a receiver.

The basic premise behind SAM is that no one should ever have to go check for messages again. Most people in their jobs have to either check a message box, a voice mailbox, an electronic mailbox, or call in for messages. SAM was designed so the message will come to YOU!

Even though SAM can be classified an Electronic Mail System SAM is much more! SAM is the next generation beyond E-Mail. SAM can deliver not only to your computer, but to your belt page fax, remote teleprinter and much more!

You can receive messages from SAM:

- on your desktop thermographic message printer, SAM will receive and immediately print all messages sent to you by any user.

- on your TekNow! teleprinter, SAM will answer your phone after the first ring and either print a message or, if it's a human caller, tell your phone to continue to ring.
- on your numeric beeper or pager, SAM will beep and give you the phone number to call
- on your Personal Message Receiver (a small alphanumeric pager you wear to receive and store messages), SAM will receive 16 messages up to 2,000 characters long.
- on your networked computer workstation, SAM will chime and flash a message on your screen to let you know there's a message waiting. You can then press a "hot key" to view your messages. This feature works even if you are working in your favorite program.
- on your FAX machine. SAM can treat a fax machine as any other message receiving device. This opens up the rest of the world as instant SAM users.
- Gateways to other E-Mail systems. SAM can interface to MHS (Novell's Message Handling System). Through this gateway, SAM can talk to any number of other systems including IBM PROFS, DEC All-in-One, The Coordinator --- and the list goes on and on!
- From other SAM Message Servers SAM's can talk to each other! Using SAM you can create wide area networks. The office across the country can be reached as easily as the office down the hall. SAM supports inter-networking and SAM can act as a proxy SAM server for other SAM systems.

You can send messages from SAM in a variety of ways:

In addition to receiving messages, SAM will send messages to any and all SAM users anywhere in the world—including other people's PMRs, beepers, faxes and remote locations:

- from your PC on a Local Area Network (LAN)
- from your PC, with a Hayes compatible modem and the SAMsendr software

- from your 3270 type mainframe terminal
- from a PC with 3270 terminal emulation board (i.e., IRMA)
- from your SAM message server
- from your TeleComputer
- from other E-mail systems through SAM's gateways

Major Features of SAM

Ease of Use

SAM works how people work. Everybody knows how to fill out pink message slip. To send a message from SAM, you simply press the Alt-M or alternative SAM HOT KEY, fill out the telephone slip, and press F10. The message will automatically be sent to the person anywhere in the world. Most people can learn how to use SAM in about 5 minutes.

Wide variety of message receiving devices

Most E-Mail systems require all users to have and use a computer. Not so with SAM. SAM can deliver to desktop thermograph printers, alpha pagers, teleprinters, fax machines, etc.

Time critical message delivery

SAM can deliver immediately your message to a number of devices while the message is HOT! On many other E-mail systems, your hot message grows cold until someone gets on their computer to check their messages. SAM delivers the message to YOU!

Remote Capabilities and Gateways

SAM can communicate with any other SAM system in the world. Your message can instantly be routed from LA to New York within seconds. A President could send a message to VP's scattered over the country in seconds. SAM also has gateway capabilities to MHS to talk to other E-Mail systems. SAM supports inter-networking so SAM can instantly deliver across an existing wide area network systems.

Unlimited Users

SAM breaks the common user limitations of local area networks. SAM can act as a proxy SAM for another SAM. Confused? Suffice it to say in one installation, one SAM machine acts as a message server to many file servers all internetworked.

Elimination of Phone Tag

When people use SAM, it reduces the need for phone communications. It also can eliminate those hallway discussions concerning the weather, the game, etc. More productivity!

Automatic date and time stamp

No more looking at your watch to time stamp that message. SAM automatically prints the time and date on the message.

Security and Privacy

SAM's data is encrypted to protect against unauthorized access of your private messages. A rich set of utilities provide for control on who can access the message database.

Send the same message to multiple people

SAM can send messages to a pre-defined group or you can send the same message to just the individuals that you choose.

Send a message to everyone

Pop up a message and send a message to everyone in the office. This is a great communications tool for events that everyone should know about. This can save you as a manager countless hours making sure everyone is informed.

Attach a file with your message

You can send a word processing document, a spreadsheet, a copy of your favorite program, or any file that you wish along with message. This can go to the person across the hall or across the country. This can save countless hours of time going through it printing, mailing, revising cycle.

Review your old messages

SAM keeps the last 32,000 messages on-line. You can view all and all messages you have sent or received. If you are granted security, you can view other people's messages. You can search through messages selecting only those that have a keyword. For example, if you wanted to find someone's phone number, you could quickly find the message that you received from that person.

Automatic Routing

SAM allows you to control where you want your messages to go. If you were working in someone else's office for the day, you could tell SAM to send your messages to their office. If you wanted your messages to go to both places - just tell SAM. If you want a copy of your messages on your desk and want to receive a message on your pager - tell SAM!

Control your long distance phone bill

SAM has all the options to reduce the number of connections to a remote office. You can control the hours of the day you want SAM to call. You can tell him to accumulate a specific number of messages before calling and tell him to dial anyway after a certain time period has gone by. You can restrict the size of file attachments also.

Control what your users can do

With SAM, you can control who can do what. You can restrict people from sending a message to everyone. You can control their ability to attach files and where they can attach files from. You can also assign passwords to control access to SAM.

Wide Area Network Control

SAM can tell you how many messages are waiting to go to remote sites. He can tell you when the message didn't get through. SAM can also tell you when there is a problem - like someone's printer is off.

Diskette Contents

SAM is currently shipped with four diskettes that contain all of the programs and examples you will need. The diskettes are labeled User Disk 1, Supervisor Disk 1, Supervisor Disk 2, and SAM Options Disk.

For a description of each of the files on the disk and their purpose, please refer to the SAMREAD.ME file located on Supervisor Disk 1.

How to use this Manual

After reading this introduction you should read the Installation Section before starting the installation. The sections following the Installation Section contain detailed instructions for all the SAM utilities and programs. Each section contains information on a specific utility or program and how to use it. This material is intended for the installer/supervisor of the SAM system.

The day to day users of the system need only refer to the SAM User's Manual, and not this manual. The SAM User's Manual contains all instructions for sending, receiving, viewing, and routing messages. Additional SAM User's Manuals are available from TekNow!

Following the program descriptions is a quick reference chapter (SAM Help) that can quickly aid you in setting up the various kinds of receiving devices and users.

Be sure to refer to the appendices for help on issues regarding you particular environment.

Installation Instructions

Hardware Installation

SAM requires a dedicated or non-dedicated computer to handle the various messaging tasks that SAM performs. This can be a stand alone computer with message printers attached or a network workstation that will send to printers, other network stations, or other messaging devices such as teleprinters or personal message receivers. Whatever configuration you have, we will call this machine the Message Server. This machine runs the program SAMserve.exe.

Refer to the SAMserve chapter for information on how to setup various options for your message server.

SAM is also Desqview aware. Desqview is a program from Quarterdeck Software that allows your computer to run multiple programs at once. Using Desqview can save you the expense of having a computer dedicated to SAM. Therefore, the Message Server could be installed on anybody's computer running in the background.

Hardware Requirements (for the Message Server)

- IBM PC compatible computer
- At least 512K memory
- Hard disk drive (local or network)

- MS-DOS Version 3.1 or later
- Hayes compatible modem (optional)
- PIM! master board (optional)
- CAS compatible FAX board (optional)

Modem installation

SAM supports Hayes Compatible modems with speeds of 300, 1200, 2400, 4800, or 9600 baud. Normally you should hook up your modem to your COM1 port. If you have an internal modem, configure your modem to be COM1.

Before installation be sure to set your modem's switches as follows:

- DTR normal
- Verbal result codes (as opposed to numeric result codes)
- Display result codes
- Normal Carrier Detect
- Normal AT command set
- Disconnect with + + +

After you have made the modem settings, install the modem as COM1 by following the instructions that came with your modem.

For specific modem instructions, please see Appendix B - Modems

Installation of PIM! master board

The PIM! master board is shipped from TekNow! as COM2. To install the PIM! master board perform the following steps:

- Remove the cover of your computer
- Install the board into an available slot in your computer
- Replace the cover

- Connect the DB-25 connector to the PIM! Master board and the RJ-11 end to the supplied RJ-11 union adapter. You are now ready to connect the message server to a single printer. Connect the RJ-11 end of the printer cable to the other end of the supplied RJ-11 union adapter. As you install the software, add a user using the SAMuser program with the appropriate PIM! address found on the bottom of the small PIM! box that came with the printer. (See the SAMuser Section on how to set up a PIM!)

Once you have successfully sent a message to that printer, you can hook up the cabling through the telephone wiring. The union adapter will no longer be needed as the telephone system will replace that connection. It was supplied for test purposes only.

Fax board installation

Please refer to Appendix SAM Fax Option for information on how to install and set up the Fax gateway option.

Software Installation

Installing the software onto your system consists of the following steps:

- Copying the User Disk to a subdirectory on your hard disk
- Copying the Supervisor and Options Disks to a different subdirectory
- Setting up the paths
- Executing SAMinit
- Executing SAMsites
- Executing SAMuser
- Setting up network security

- Setting up for Logging into SAM
- Starting the message server

Create User Directory

Make a directory on your hard disk that will contain all the user programs and files. This will be the working directory for SAM. Then copy the contents of SAM's user disk into the directory. For example:

Insert USER DISK #1 into drive A:

MD \SAMSERVE

CD \SAMSERVE

COPY A:.*

Create Supervisor Directory

Make a directory on your hard disk that will contain all the supervisor programs. These are programs that will not be accessible to most users. Then copy the contents of SAM's supervisor disks into the directory. For example:

Insert SUPERVISOR DISK #1 into drive A:

MD \SAMSUPER

CD \SAMSUPER

COPY A:.*

Insert SUPERVISOR DISK #2 into drive A:

COPY A:.*

Insert SAM OPTION DISK into drive A:

COPY A:.*

Setting up the paths

You have now installed two subdirectories that SAM can use. The User (Working) directory where all of SAM's files will be created and the Supervisor directory which only contains utility programs. For everyone's convenience, we recommend that a search path be created to search these directories as appropriate. All users should have the User (Working) directory on their path. Only administrators should have access to the programs in the supervisor's area.

These paths are especially important when you get the main menu of SAM. (This is done by typing SAM from the DOS prompt) The main menu searches up these paths and displays only those programs that are found. Therefore the supervisor can see all of SAM's programs while the user only finds a few of them.

You can set up a path by using the DOS PATH and APPEND command or by using your particular network search path command. For example, a DOS path would look like this:

- PATH \SAMSERVE

- APPEND \SAMSERVE

A Novell Network search path command would look like this:

- MAP S3: = SYS:SAMSERVE

The path must be to the USER or work directory of SAM.

Before proceeding, set up the path as described above and then change to the supervisor directory. (i.e., CD \SAMSUPER)

Executing SAMinit

SAMinit will create and initialize all the data files needed for operation of SAM. Perform the following:

- SAMINIT
- Write down your software serial number

- Write down the number of authorized users you may have
- Fill in the drive letter and subdirectory name of the User (work area) for SAM (i.e. C:\SAMSERVER)
- Press F10 to initialize the files
- Press Esc to Exit

Executing SAMsites

You must now give SAM information about your message server. To do this, perform the following:

- SAMSITES
- Key in any name that describes your location (ie. TekNow!, ACME, your company name, etc.)
- Key in your three digit serial number that you wrote down. (Upper and lower case letters DO make a difference)
- Fill in the rest of the screen as appropriate (See the section on SAMsites for more information)
- Press F10 to save
- You may add additional remote locations if you wish
- Press Esc to Exit

Executing SAMuser

You must now enter information about the users of the SAM system. This is done by executing the SAMuser utility. It defines the name and password of each user as well as the type of device they have in receiving a message. You must also enter a special user called ERROR. This user is where SAM sends any messages concerning any problems that SAM may have delivering messages. To enter the users, perform the following:

- SAMUSER
- Type in ERROR and press return
- Enter the interface type and address as appropriate

(See the section called SAMuser for more information)

- Press F10 to Save
- You may add additional users at this time if you wish
- Press Esc to Exit

Setting up Network Security

If you are going to run SAM on a network, you should give every user of SAM all rights to the User (Working) area of SAM. You may restrict delete abilities if you are not using SAMnet. SAM encrypts it's sensitive files, so do not get over concerned about granting rights to this area.

You may also want to set up a user called SAMSERVER. This user is set up as the user that will log in on the message server computer. If you plan to use the file attach feature of the system, this user should have rights to read and write to any directories that SAM can attach files to or from. For simplicity, we recommend that the message server have access to the entire disk.

If you have a Novell Network, please refer to the appendix: Using SAM on a Novell Network

Setting up for Logging into SAM

In order for your users to use SAM, they have to be logged into SAM. Since most people don't want to be bothered logging into the network and then into SAM, we have made it very easy to automatically login.

In your AUTOEXEC.BAT file, or wherever your start up procedure is, insert the following:

- SHARE (optional) - Not needed on Novell Networks
- SAMshell

- SAMnet (optional) - only used on Network Version
- SAMlogin [/N] [your name]

The SHARE program may or may not be needed with your system. This program comes with your MS-DOS system. It will be needed if you are running SAM on a stand-alone computer. If you have a Novell Network, you will NOT need to run SHARE.

SAMshell loads the memory-resident part of SAM. This is the program that is called when you press Alt-M or the SAM HOT KEY to send a message.

SAMnet should be loaded only if the user intends to receive messages on their station. If the station is only going to send messages, do not load SAMnet. This is only used on then Network version of SAM.

SAMlogin is a program that is executed to log you into SAM. It basically needs to know the SAMuser name and the password all defined in SAMuser. If you did not enter a password in SAMuser, then the program will not stop and ask you for your password.

If you have a NOVELL network, logging in is especially easy. If you type:

- SAMlogin /N

the program will go out and read Novell's FULL NAME from the bindary, and automatically log you in with that name.

Note: The full name entered in Novell's SYSCON utility should match exactly with the name you enter in SAMuser.

You may also have the following in your start-up procedure:

- SAMlogin JOHN SMITH

This will also log you in without any user intervention assuming you have not entered a password in SAMuser. The above command will also work if you do have a password, but it will stop and ask you what your password is.

Starting the message server

In the Supervisor directory of SAM, there is an example batch file called SAMSTART.BAT that will get the message server started. You may want to edit this file for your particular environments or options. Another critical file that contains start up instructions for SAM is the file SAMSETUP.DAT. Modify this file to conform to your particular environment.

Please see the SAMSERVE section for various options available in SAMSETUP.DAT

To start the message server,

- type SAMstart from the DOS prompt.

As mentioned before, we recommend that you have a special network user created for executing the message server. You can automate the procedure so that every time the computer boots up it will automatically restart the message server. In your start-up procedure for the message server, you should have it execute the following statement:

- SAMstart

SAM should now be operational waiting for a message to deliver or receive.

Other Notes

Error conditions

When SAM encounters a condition that it does not know how to handle, it usually sends a message to the user ERROR. SAM also logs error conditions into the LOG file. The LOG file name is defined in the SAMSETUP.DAT file.

SAM was designed to run indefinitely with minimum user interaction. SAM yells when he needs help - so make sure the appropriate people are routed from the user ERROR.

Please note that SAM will not ever take up more than about 14 Megabytes of your disk space. Most SAM users find that they never have to purge the files since SAM saves the last 30,000 messages and then starts writing over the oldest one.

Number of User Limitations

SAM's software licence limits the number of users you can add without an additional user charge. **YOU CAN INCREASE THIS NUMBER AT ANY TIME BY CALLING OR WRITING TekNow! Inc.** When you call TekNow! have your 3-digit serial number ready, your current number of users, and your desired number of users. After charging a very reasonable user upgrade fee on your charge card, TekNow! will give you a special password you will need to upgrade your system. You upgrade the system by running the SAMINTT program with the /UPGRADE option. (See the SAMINTT section for further details)

You will notice we are **VERY GENEROUS** on how we count the number of users on the system. **ONLY LOCAL USERS COUNT!** You can add as many users as you wish that are at other SAM sites or faxes! The following describes how SAM counts the number of users:

If you selected N to Is This a Displayed SAM User? in SAMUSER (see SAMUSER chapter) then it does NOT count. This feature allows one person to own several devices (ie a printer, PMR, and PC) and still only count as ONE user. Only one Name displays when you go to send a message, but the other devices can be reached through routing. (SAMROUTE)

If the SITE NAME / SERIAL NUMBER is not THIS site, it does NOT count.

If the name is a GROUP, it does NOT count.

If the name sends messages to EVERYONE, it does NOT count.

If the name is ERROR - it does NOT count.

If the name is FAX SUPERVISOR - it does NOT count.

If the name is QUICK FAX - it does NOT count.

SAM

Introduction

Most of the time, you will access SAM to send messages by pressing the "SAM hot key" (usually ALT-M) from whatever you are doing on your computer. There will, however, be times when you want to use SAM to perform other tasks which are accessed through your SAM menu.

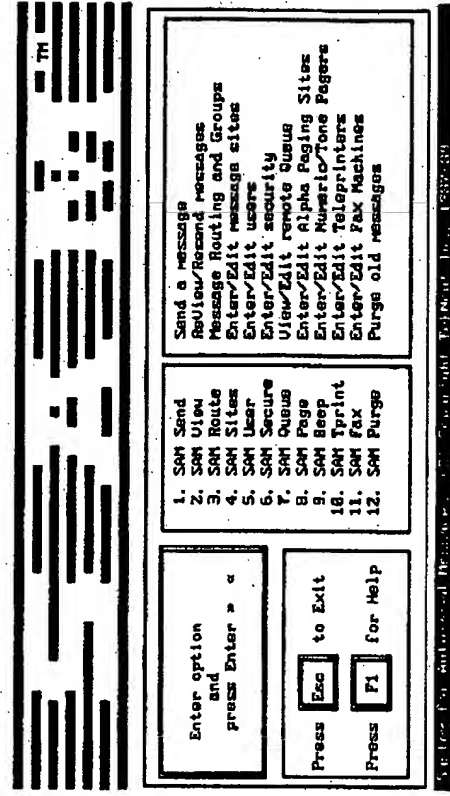


Figure 3-1 SAM Screen

To use the SAM menu simply type "SAM" whenever you are at a system prompt.

- C>SAM

The menu will display all the options you have access to. To use any of these options type in the number next to the option you want and press the Enter key.

SAM is the only command you ever need to know.

Description

The SAM menu system is self configuring. That is it searches down the path (DOS, Novell search map, etc.) for SAM's utilities, and then displays the ones it finds on the menu. This is useful in configuring menu's for different users different ways simply by giving them access to the programs or not.

Remember if you are not sure how to load SAM or SAM's utilities just type SAM and it does the rest for you. If SAMshell is not loaded SAM will load it for you, if you are not logged in SAM will ask you for your SAM login name, and then SAM will display the menu with all the SAM utilities you have access to.

SAMbeep

Introduction

Use SAMbeep to set up, modify and deletes Beepers (numeric pagers) for use in the SAM system. After you have entered a record in SAMbeep use SAMuser to set up a user. Enter the beeper name in the Site Name field in SAMuser. With SAMbeep you can send a phone number directly to a numeric Beeper, simply by sending a message.

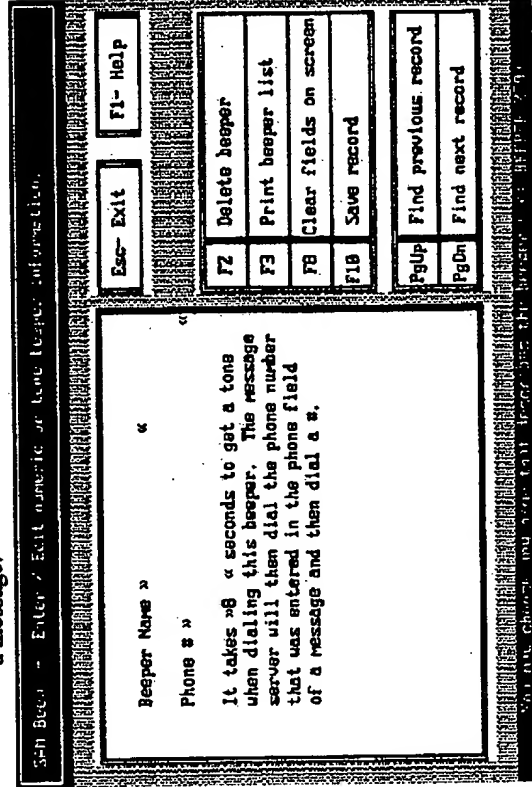


Figure 4-1 SAMbeep Screen

Description

Beeper Name

Pick a name by which you will refer to this beeper. Enter the name in this field. (ie. Beeper A-17, Mikes Beeper)

Phone

Enter the telephone number which your message server will dial to reach this beeper.

Example: Phone# > > 9,,555-1212 < < This will dial 9 to get an outside line, wait 2 seconds and dial 555-1212.

The rest of the Screen

When your message server dials the number in Phone # then it has to wait for a tone before entering the number to display on hie beeper. This field indicates to the message server the amount of between dialing the Phone # and getting a tone, or voice response. Eight seconds is the default for this field, this is generally the right amount of time. If you have problems try dialing by hand and timing how long it takes.

Example: It takes > 8 < seconds to get a tone when dialing this beeper. The message server will then dial the phone number that was entered in the phone field of a message, wait eight seconds and then dial a "#" (pound sign).

Function Keys

- Esc Exit program.
- F1 Display help screen at any time.

- F2 Delete Beepers.
- F3 Print list of Beepers.
- F8 Clear fields on screen.
- F10 Save Beeper record.
- PgUp Find alphabetically previous Beeper record
- PgDn Find alphabetically next Beeper record.

Find and view Beeper's setup

- Press the F8 key to clear the screen
- If you know the correct beeper name, type in the name and press Enter.
- If you are not sure of the correct name, use the PgUp and PgDn keys to browse the records until you find the one you need.

Adding a beeper

Complete a record for the new beeper by filling in the fields as discussed above in "Fields." Also see example below.

- Press the F10 key to save the record.

Changing a beeper

- Press the F8 key to clear the screen

- Find the record for the beeper which needs to be changed. (See "to find/view a record" above)
Make the necessary changes.
- Press the F10 key to save the modified record.

Deleting a beeper

- Press the F8 key to clear the screen
- Find the record for the beeper which needs to be deleted. (See "to find/view a record" above)
- Press the F2 key to delete the record.

Printing a list of installed beepers

Be sure your system is ready to print

- Press the F3 key to print the list

SAMfax

Introduction

SAMfax sets up, modifies and deletes fax machines for use in the SAM system.

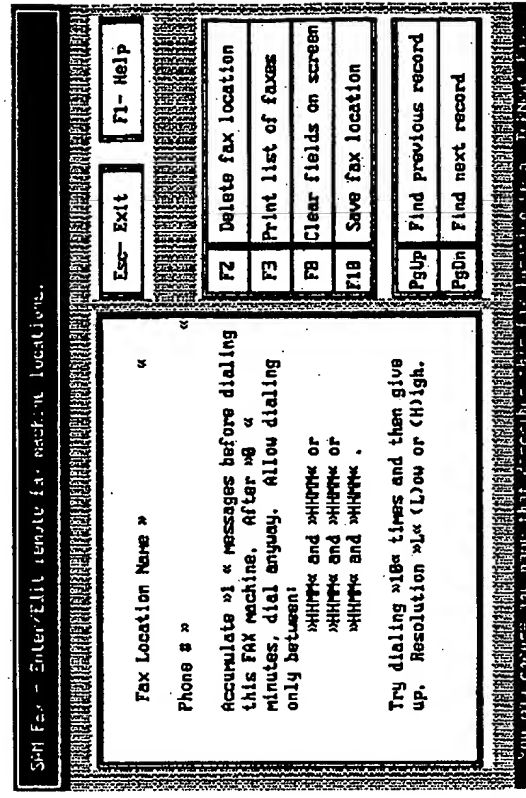


Figure 5-1 SAMfax Screen

Description

Fax Location Name

Pick any name by which you will refer to this fax machine and enter the name in this field.

Phone

The phone number of the fax machine should go in this field. (ie. 9.253-4297)

Dialing time block

Accumulate > < message before dialing this FAX machine. After > < minutes, dial anyway.

Allow dialing only between:

> HHMM < and > HHMM < or
> HHMM < and > HHMM < or
> HHMM < and > HHMM <

Try dialing > 10 < times and then give up. Allow > 20 < seconds to get a connection.

The information in these fields determines the procedures the SAM message server will use when calling this Fax machine.

The first field determines whether SAM will transmit each message when it is entered, or will wait until a specified number of messages have accumulated.

The second field tells SAM that even if you specified accumulating messages in the first field, any message should be sent after this period of time. In other words, you might prefer to wait until 3 messages have accumulated, but you don't want any message to be delayed more than, for example, 30 minutes.

The next field(s) determine during what hours SAM will call this Fax machine. The default state allows calling 24 hours a day, but

you might want to limit calling to a long distance Fax to hours when phone rates are lower.

The final set of fields tells SAM how many times to keep dialing when and if there is no answer or a busy signal. The default here is to dial 10 times and each time SAM dials, to wait 20 seconds for an answer.

See SAMqueue for information on monitoring the status of messages to remote sites and how to override these settings when necessary.

Function Keys

- Esc Exit program.
- F1 - Display help screen at any time.
- F2 - Delete fax location
- F3 - Print list of fax machines
- F8 - Clear fields on screen.
- F10 Save fax record.
- PgUp Find alphabetically previous fax record
- PgDn Find alphabetically next fax record.

Find and view a Fax Machine's Setup

- Press the F8 key to clear the screen
If you know the correct fax location name,
- Type in the name and press Enter.
If you are not sure of the correct name,

- Use the PgUp and PgDn keys to browse the records until you find the one you need.

Adding a Fax machine

Complete a record for the new Fax by filling in the fields as discussed above in "Fields." For example:

- Press the F10 key to save the record.

Changing a Fax machine:

- Press the F8 key to clear the screen
- Find the record for the Fax which needs to be changed. (See "to find/view a record" above)
Make the necessary changes.
- Press the F10 key to save the modified record.

Deleting a Fax machine:

- Press the F8 key to clear the screen
- Find the record for the Fax which needs to be deleted. (See "to find/view a record" above)
- Press the F2 key to delete the record.

Printing a list of available fax machine locations

Be sure your system is ready to print

- Press the F3 key to print the list

SAMinit

Introduction

SAMinit sets up SAM and the files used by SAM. It is very simple and easy to use. Just enter the full path name of the directory in which you want SAM to store files.

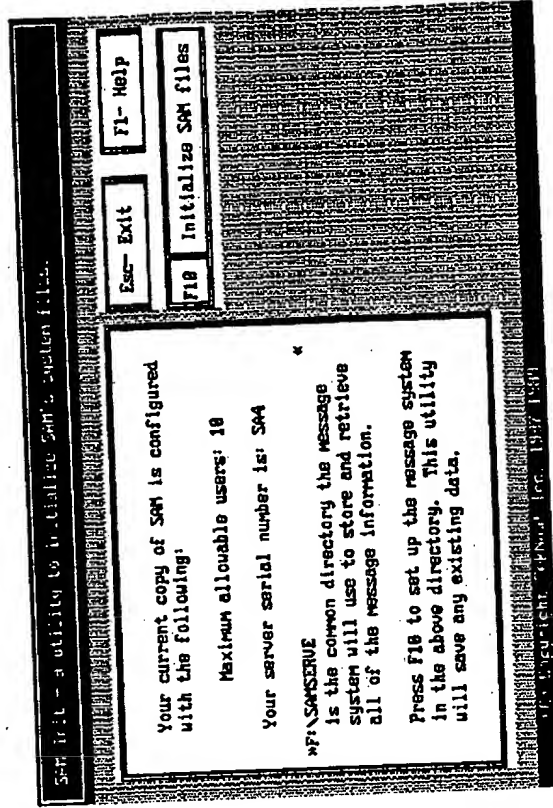


Figure 6-1 SAMinit Screen

Description

The top portion of the screen displays current configuration of SAM including your serial number, and how many authorized users you have purchased. (Please see the Installation section notes on how we calculate the number of users)

SAM directory

The only field you enter, is the name of the directory in which SAM will keep all files and information needed. This is the area where you installed the USER files (SAM's working directory).

To change from the "C:\SAMSERVER" default directory, just type in the correct information for your system.

Function Keys

- Esc Exit this program.
- F1 Display the help screen.
- F10 Initialize the SAM message system.

Setting up SAM

Pressing the F10 key after entering the directory name where you want SAM to save and maintain data causes SAM to build all files needed. If any of the files already exist and you run this utility, it will not damage any data that has been input already.

After you press the F10 key, messages will display on the bottom of the screen telling you what the program is doing.

Example: To set up SAM for your company to store all files in a directory called MESSAGE on drive F, enter F:\MESSAGE in the SAM directory field and press the F10 key.

Note: In the event one of SAM's files becomes corrupted or unusable, you may run SAMinit as needed to recreate the file. SAMinit will not destroy any existing data.

SAMinit / UPGRADE

To increase the number of licensed users that SAM will allow, you must first have received a password to increase the number of users to the new desired number. You receive this password by writing or calling TekNow!. Once you have received this password, you upgrade the software by typing the following command from the DOS prompt:

- SAMINIT / UPGRADE

The program will ask the following:

- How many TOTAL users have you now purchased?
Enter the number and press Enter.

The program will then ask the following:

- Please Enter the password you received from TekNow!
Enter the password and press Enter.

The program will tell you if it has successfully upgraded the number of users or if it was an invalid password.

SAMlogin

Introduction

SAMlogin is the program that logs you into SAM. SAMlogin was designed to be very easy to use. In fact, you can set up SAMlogin to be totally automatic and thus transparent to the user. Before you login to SAM, SAMshell must be loaded. Optionally, SAMnet should be loaded before logging into SAM and after SAMshell is loaded.

Program Options

The format for executing SAMlogin from the DOS prompt is:

- SAMLOGIN [/N] [Sam login name]

Data in the brackets are optional.

Method 1 - SAMLOGIN

If you type SAMLOGIN and the press return, you will be asked to:

Enter your SAM login name:

Enter your valid SAM login name that was set up in SAMuser. If a password was entered in SAMuser, then you will be asked to Enter your password. If there was not a password entered, then SAM logs you in and the program terminates.

Method 2 - SAMLOGIN /N

If you have a Novell Local Area Network, then you will probably want to use this option. With the /N option, SAMlogin looks at the Novell bindary and gets the Full Name that you normally put in Novell through their utility SYSCON.

The name you put in under Novell's Full Name should match exactly the name you put in SAMuser.

If the Full Name does not exist in the Novell Bindary, then SAMlogin tries to log you in using your Novell Log in name.

In either case, SAMlogin with the /N option does not check the password you entered in SAMuser. Since the user had to already log into the network, we felt it not necessary to require an additional password check for the message system.

Method 3 - SAMLOGIN USERNAME

If you type SAMLOGIN followed by a valid user name, SAM will not ask you to enter your login name for the message system. If a password was entered in SAMuser, then you will be asked to Enter your password. If there was not a password entered, then SAM logs you in and the program terminates.

SAMnet

Introduction

SAMnet enables SAM users to receive messages on their network workstation (PC). SAMnet is a TSR program. Once loaded, SAMnet functions in the background until a message is received. SAMnet will notify the user that a message has been received no matter what the user is working in.

Loading SAMnet

There are many program switches that can be used as you load SAMnet.

Choosing your HOT KEY

By adding a command line switch, SAMnet allows you to choose any one of three hot keys. If you load SAMnet without one of the combinations below SAMnet defaults to using ALT-R to read a message. Below are the three command line switches and their associated hot keys:

- /A Alt-R to read a message

- /AS Alt-Left Shift-R to read a message
- /CS Ctrl-Left Shift-R to read a message

The default hot key is Alt-R.

Display and Tones

Normally, when you receive a message and SAMnet is loaded, you will see a notice in the middle of your screen and you will hear a tone to notify you that you have received a message and you should read it with you SAMnet HOT KEY. However you can turn off the displays or tone with the following switches:

- /D- Disables the DISPLAY notice
- /T- Disables the TONE notice
- /D+ Enables DISPLAY notice
- /T+ Enable TONE notice

Notification Interval

When you have a message waiting, normally SAM will notify you every 10 seconds with the selected display and tone options. You may change this option from 1 to 99 seconds with the following parameter:

- /Lxx Sets notification interval to xx seconds

Example:

To load SAMnet and have the HOT KEY be ALT-Shift-R, Beep every 5 seconds when a message has been recieved, but not display the message recieved box on the screen you would type the following at the DOS prompt:

- SAMNET /AS /D- /I05

Function Keys

- Alt-R or READ HOT KEY Accesses the SAMnet Message Screen and displays the message.
- Esc returns you to what you were doing when you pressed the HOT KEY key combination.
- Enter displays the next message or tells you there are no other messages for you.

Note: The READ HOT KEY combination is only to read messages. Use ALT-M or MESSAGE HOT KEY as usual to send messages.

Activating SAMnet:

If you are a daily user of SAMnet, it is most convenient to have SAMnet loaded from your AUTOEXEC.BAT file or your network login script. However when SAMnet is loaded, the following sequence should be followed:

- SHARE (Not necessary if you have a Novell Network)
- SAMSHELL
- SAMNET
- SAMLOGIN (See SAMlogin section for automatic login options)

Note: SAMshell must be loaded before you run SAMnet. If you have already logged in to SAM before you run SAMnet, you must log in (using SAMLOGIN) again for SAMnet to become active.

Reading your message:

Press the READ HOT KEY combination to display the message.

To return to your regular application:

- Press the Esc key.

To read your next message:

- Press the Enter key.

Viewing messages previously received:

- Access SAMview through the SAM menu as usual. See the SAM User Manual for instructions on viewing messages.

Terminating SAMnet:

- Reboot your computer by pressing the Ctrl-Alt-Del key combination.

SAMpage

Introduction

Use SAMpage to set up, modify and delete Paging Terminals (what the message server calls at the paging company). SAM talks to paging terminals in order to send messages to Personal Message Receivers (PMRs). A PMR is a pager which receives and displays complete text messages, not just numbers like conventional pagers. You will probably have only one entry per city since each entry

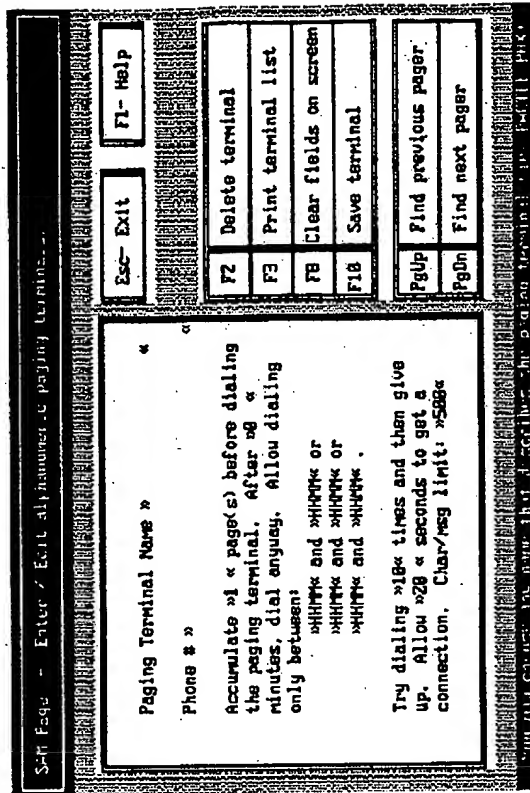


Figure 9-1 SAMpage Screen

terminal to hours when phone rates are lower. You may want to limit pages getting sent in the middle of the night so as not to wake people up. You could set the time so pages would sent only from 7:30 am to 11:00pm.

The final set of fields tells SAM how many times to keep dialing when and if there is no answer or a busy signal. The default here is to dial 10 times and each time SAM dials, to wait 20 seconds for an answer.

See the SAMqueue Chapter for information on monitoring the status of messages to remote sites and how to override these settings when necessary.

See the SAMqueue Chapter for information on monitoring the status of messages to remote sites and how to override these settings when necessary.

Example: Suppose you wanted SAM to accumulate 3 messages before calling the paging company, to save long distance charges, however it was also important that messages were never held up more than 15 minutes. You also didn't want to wake everyone up if a message got sent late at night so after 9:00pm you wanted SAM to hold the messages and then send them off the next morning after 7:30am.

Example: Suppose you wanted SAM to accumulate 3 messages before calling the paging company, to save long distance charges, however it was also important that messages were never held up more than 15 minutes. You also didn't want to wake everyone up if a message got sent late at night so after 9:00pm you wanted SAM to hold the messages and then send them off the next morning after 7:30am.

Accumulate » « page(s) before dialing the paging terminal. After » « minutes, dial anyway.

Accumulate » « page(s) before dialing the paging terminal. After » « minutes, dial anyway.

Allow dialing only between:
 » HHMM« and »HHMM«
 »HHMM« and »HHMM«
 »HHMM« and »HHMM«

Allow dialing only between:
 » HHMM« and »HHMM«
 »HHMM« and »HHMM«
 »HHMM« and »HHMM«

Try dialing »10« times and then give up. Allow »20« seconds to get a connection.

Char/msg limit

Enter the character limitation of the paging terminal. This field defaults to 500 characters per message. All paging companies have a limitation as to the number of character they can send in one page, enter that number in this field. SAM does help out when the message you send is more characters than the paging terminal can handle. SAM will automatically split the message into to pages and

send two, three, four or however many pages needed to send the message. Also on all pages after the first one SAM puts CONT: at the beginning so you know it is a continuation of the first page you received.

The majority of paging companies have limits of 80 or 230-250 characters per message. If the paging company is equipped with a SAM Paging Terminal all message will be transmitted as a single page. To find out what the limitation is call your paging company.

Example: Char/msg limit: »230«

Function Keys

- Esc Exit program.
- F1 - Display help screen at any time.
- F2 - Delete Paging Terminal
- F3 - Print list of Paging Terminals
- F8 - Clear fields on screen.
- F10 Save Paging Terminal record.
- PgUp Find alphabetically previous Paging Terminal record
- PgDn Find alphabetically next Paging Terminal record.

Finding and viewing a Paging Terminals Setup

- Press the F8 key to clear the screen
If you know the correct Paging Terminal name,

- Type in the name and press Enter.
If you are not sure of the correct name,
- Use the PgUp and PgDn keys to browse the records until you find the one you need.

Adding a PagingTerminal

Complete a record for the new Paging Terminal by filling in the fields as discussed above in "Description."

- Press the F10 key to save the record.

Changing a Paging Terminal

- Press the F8 key to clear the screen
- Find the record for the Paging Terminal which needs to be changed. (See "to find/view a record" above)
Make the necessary changes.
- Press the F10 key to save the modified record.

Deleting a Paging Terminal

- Press the F8 key to clear the screen
- Find the record for the Paging Terminal which needs to be deleted. (See "to find/view a record" above)

- Press the F2 key to delete the record.

Printing a list of installed Paging Terminals

Be sure your system is ready to print

- Press the F3 key to print the list

SAMPurge

Introduction

SAMPurge removes old messages you no longer want SAM to store. There are two different ways to purge messages, you can delete messages and have the space reused by new messages that are saved, or have the messages deleted and compress the size of the message file. Use this utility with great care, it deletes messages forever.

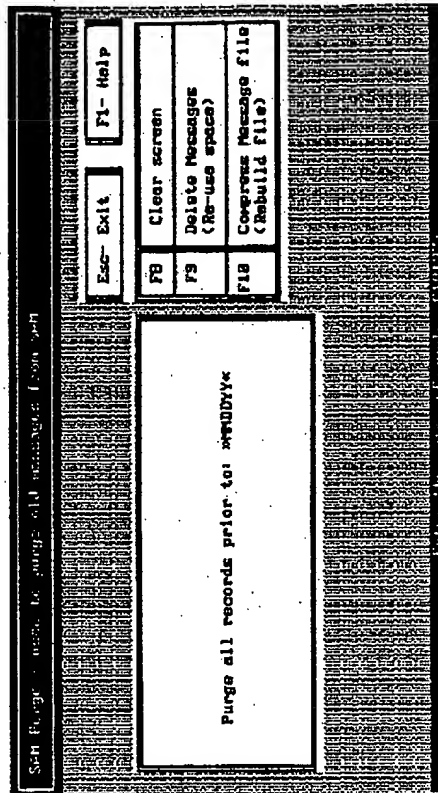


Figure 10-1 SAMPurge Screen

Description

Date

Enter the date before which all messages sent or received will be purged (deleted) or removed.

Function Keys

- Esc Exit this program
 - F1 Display the help screen
 - F9 Delete messages one by one from the message file.
- This will not reduce the size of the file SAM uses to store messages (SAMFILE.DAT), but will free space so subsequent messages can be added to the file and the file will not grow larger in size. This can be done while the message server is running.
- F10 Compress the size of the file SAM uses to store messages (SAMFILE.DAT).

This option completely recreates the file, and then rewrites the messages into the new file.

This function should Not be selected when the message server is running. Be sure you have enough space on your hard disk. SAM will need at least enough empty space as the current size of SAMFILE.DAT.

How to Purge Messages

Purge messages for space reuse

This option simply deletes the messages from the message file.

- Enter the date before which messages should be deleted.
- Press the F9 key to delete the messages.

Purge messages to recover disk space

This option is good if you have an immediate need for disk space, but it can take a long time, depending on the number of messages that have been sent or received.

Example:

Suppose SAM is taking up more space than you can spare on your hard disk. You decide all messages sent or received prior to January 1, 1987 are no longer needed and you want to purge them from the file and free up some disk space.

- Press Esc on the message server to bring down the message server

Note: Unless you notify them, SAM users will not know the server is down. They will be able to send messages as usual, but the messages will not actually be sent until the server is running again.

- Run SAMPurge.
- Enter the date before which messages should be purged.

- Press the F10 key to restructure SAMFILE.DAT
A message will display telling you the file is being restructured.
Once complete the old messages will have been removed and the space they occupied will be free.
- Bring up the message server in your normal manner, once the file is complete.

SAMqueue

Introduction

SAMqueue is used to view the number of messages waiting to be sent to any remote device or site from your message server, the length of time they have been waiting, whether they have been intentionally delayed and the number of times the message server has tried to send the message(s). SAMqueue gives you control of all outgoing messages.

SAM Queue - Enter/Edit Information on the outgoing queue.

Esc- Exit		F1 - Help	
F2	Reset Message site	F9	View Message numbers
F3	View Message numbers	F8	Clear fields on screen
F4	Clear fields on screen	F10	Save
PgUp	Previous Queue		
PgDn	Next Queue		

Site Name »	«
# Messages waiting »	«
# Tries calling »	«
Delaying until »	« (HHMMSS)
Time 1st message entered »	« (HHMMSS)

Enter the name of the site.

Figure 11-1 SAMqueue Screen

Function Keys

- ESC Exit.
- F2 Reset Message Site
- F3 View Message Numbers
- F8 Clear fields on screen
- F10 Save
- PgUp Previous Device
- PgDn Next Device

Viewing a Sites Queue

Find the site (device) either by typing in the name in the first field and pressing Enter, or by using the PgUp/PgDn keys to browse the records until you find the one you want to see.

Resetting the site and releasing messages waiting to be sent

- Display the desired location (see above: To View a Sites Queue)
- Press the F2 key to automatically reset all fields

Description

Site Name

This is the name of the site entered in SAMsites, of the Paging Company entered in SAMpage, of the Beeper entered in SAMbeep, of the Teleprinter entered in SAMtpnrt, or of the Fax machine entered in SAMfax.

Messages waiting

This field displays the number of messages waiting to be transmitted to this location. You can delete all message going to this site by setting this number to zero.

Tries calling

This field displays the number of time the message server has tried to call the location or fax machine.

Delaying until

This displays the next time the message server will try calling this site. Setting this field to zero will cause SAM to immediately try calling this site again.

Time 1st message entered

When messages are waiting, this field will display the time the first message was entered, so you will know how long the messages have been waiting.

Delete all messages waiting for a Site

- Display the desired location
- Type zero over the number of messages waiting field
- Press the F10 key to save the record.

View the messages that are waiting to be sent to a Site

- Display the desired location
- Press the F3 key to display the message numbers waiting
- Use the SAMview program to find and read that message number

Future versions may allow you to directly view the message from this program. Would this be helpful? Please let us know!

Browse status of Sites

The PgUp key or PgDn key lets you browse through sites to see what the current status of various message sites are at that exact moment.

SAM Automatic queue reset

All queues are automatically reset by SAM at midnight each night.

Individual Sites

A sites queue is also reset when a non-receiving site sends your message server a message. In other words, if your message server is unable to successfully connect with another message server, your messages will be held. If the other message server sends your server a message, SAM knows that it is functional again and will exchange messages.

SAMroute

Introduction

SAMroute is used to route messages to alternate locations and to establish the names to which **GROUP USER** messages are sent.

The facility to route messages to alternate locations adds a very powerful dimension to SAM. SAMroute allows each user to determine where his or her own messages should be received. This

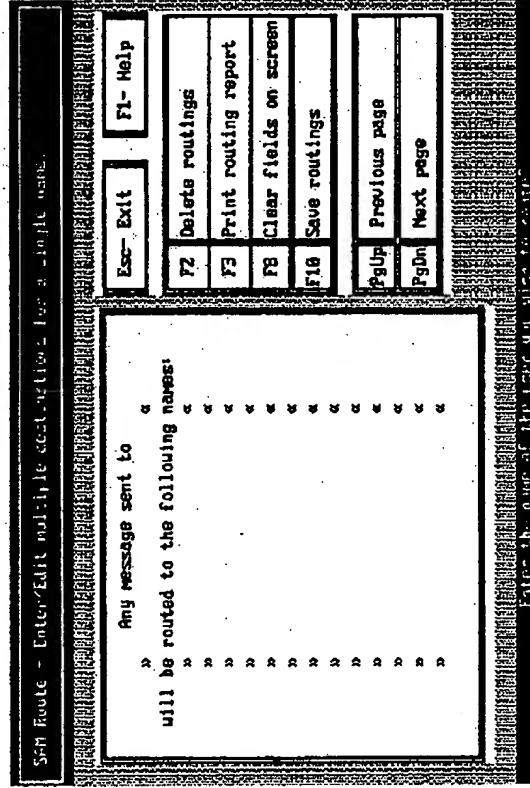


Figure 12-1 SAMroute Screen

means the receptionist is no longer responsible for keeping track of individuals when they are away from their desks for any length of time.

If an individual is going to be out of the office all afternoon and still wants to receive messages, SAM has several ways of handling messages depending upon the hardware in use.

On the simplest level, if the user will be meeting with another SAMuser anywhere, messages can be routed to that user's message printer, PC, fax machine, or other SAM device.

If the user has a teleprinter at home (or any other secondary location), all messages can be routed to the teleprinter.

If the user has a PMR (Personal Message Receiver) all messages can be routed to the PMR. This, of course, is the most reliable system, since messages will reach the user anywhere within the PMR receiving area.

Description

Any message sent to

This field defaults to the SAM user name you are logged in as. Any user name may be entered in this field, but routing information and access is only available if the logged in user has been given security rights to other user names in SAMsecur.

will be routed to the following names

A user name may be entered in as many of these fields as needed. There is space for 13 names on each page and a routing list could be up to 10 pages long. It is not likely that these fields will ever all be used for routing an individual's messages, but they could be necessary for creating the list of names for a GROUP USER.

Function Keys

- Esc Exit this program.
- F1 Display the Help screen.
- F2 Delete currently displayed routing or group.
- F3 Print routing report
- F8 Clear fields on screen
- F10 Save routings
- PgUp Previous page of routing.
- PgDn Next page of routing.

Routings and/or members of groups may be up to 10 pages long. Press the PgDn key to view the next page of the routing or group (if it's more than one page long) or PgUp to view the previous page.

IMPORTANT NOTE: Even when messages are routed to another location, the message can still be sent to the original USER NAME if desired. Just enter the USER NAME as the first name in the routing list.

Routing to another Message Printer

- Type in the USER NAME
- Press the Enter Key to display any existing routing
- Enter the USER NAME for the message printer to which you want to route messages
- Press the F10 key to save the routing.

Routing messages to a PMR

Follow the above instructions to route to a message printer, but enter the **USER NAME** for the **PMR** in the routing list.

Routing messages to a Teleprinter

Follow the above instructions to route to a message printer, but enter the **USER NAME** for the teleprinter in the routing list.

Routing messages to a Beeper

It's generally not a good idea to route messages only to a beeper because if the message sent does not have a phone number entered, SAM will beep you, but there will be no telephone number displayed on beeper and the receiver will waste precious energy wondering who sent the message.

If a user has a beeper and will be out of the office, a better plan might be to route the messages both to another helpful person and to the beeper. Then, the beeper will go off if you receive a message, and you can phone the person who also received the message to find out the content if no phone number was sent to you.

Routing messages to a Fax Machine

Follow the above instructions to route to a message printer, but enter the **USER NAME** for the FAX machine in the routing list.

Routing another user's messages

- Press the **F8** key to clear the screen
 - Enter the **USER NAME** in the first field
 - Press the **Enter** key to display the current routing
- If you want to change the routing, press **F2** to delete the present routings or just type in the **USER NAME** (or names) to which you want messages routed.
- Press the **F10** key to save the routing.

Composition of Groups:

To view, route or print a **GROUP USER** you must have security rights for the **GROUP USER** in the SAMsecur file. If no security exists, SAM will not display the record.

Viewing the members of a GROUP USER

- Type in the Group Name in the first field of the screen.
- Press the **Enter** key to display the list of names who compose the **GROUP USER**.

The names of the individuals who compose the group will be displayed on the screen. If the group has more than 13 members, press the **PgDn** key to view the next page of names.

Adding a GROUP

Enter the **USER NAME** for the group in the first field.

Enter the members' names in the successive blank fields.

Press **F10** to save the new **GROUP USER** list.

Note: A **GROUP USER** may have other **GROUP USERS** as members, so they have been set up as users in the SAMuser file. The "ACCTING" group, for instance, may have **TAX, AUDIT** and **PAYROLL** as members, if these are valid **GROUP USERS**.

Changing the members of a GROUP

- Type in the Group Name in the first field of the screen.
 - Press the Enter key.
- The names of the individuals who compose the group will be displayed on the screen.

Listing the members of **GROUP USER(s)**:

It may be a good idea to provide lists to other users who do not have security rights to the groups.

Printing a Routing/Group list

If you have security rights for the group,

- Press the **F3** key to print the group list.

SAMsecur

Introduction

SAMsecur sets the security in SAM for who can view and/or resend messages and delete messages through SAM. This utility also sets security used by the SAMroute Utility.

Each SAM user can by default view or resend messages sent or received by that user. Whether or not a user can delete his or her

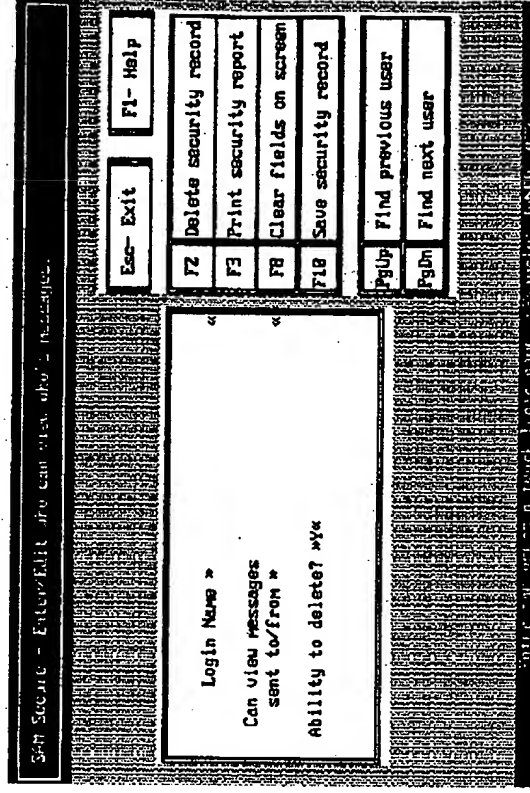


Figure 13-1 SAMsecur Screen

own messages is determined through the SAMuser Utility. Whether or not a user can view, route, and/or delete another user's messages is determined by the information in SAMsecur.

Note: You do not have to set security to view or delete your own messages — either to you or from you.

Description

Name

Enter the name of the user for whom you are setting security.

Can view/route messages sent to/from

Enter the name of the user whose messages this user can view and route.

This enables the user to view and resend messages sent or received to or from the user's name you entered in the Name field.

See special "All" rights below.

Delete Ability?

Enter "Y" for Yes or "N" for No.

This field enables the user you entered in the Name field to delete message sent to and or received from the user's name you entered in the "Can view messages sent to/from field." Enter a "Y" if you want this user to have the ability to delete messages. Enter a "N" if you do not want this user to be able to delete messages.

Function Keys

- Esc Exit this program.
- F1 Display the help screen.
- F2 Delete the record displayed on the screen.
- F3 Print a report of the security records you have entered into SAM.
- F8 Clear all the fields on the screen.
- If you enter information and press the F8 key before saving the record (F10) the data entered will not be saved.
- F10 Save the security record.
- If you find a record and change it and then press the F10 key it will save the new information.
- PgUp Find the previous user in the file alphabetically. To browse backwards through the security file names.
- PgDn Find the next user in the file alphabetically. To browse forward through the security file login names.

Giving the ability to view another messages

- Enter the login name of the user to whom you are giving the rights in the name field.
- Enter the USER NAME to whose messages you are giving access in the next field.
- Enter "Y" or "N" in the Delete Ability field.
- Press the F10 key to save the record.

Example

Joe Brown the President of the company wants to be able to have his secretary, Elaine Peterson, use the SAMview Utility to view, resend and route his messages, but not be able to delete them.

- Enter Joe Brown in Login Name
- Enter Elaine Peterson in Can view messages send to/from
- Enter N in Ability to delete?
- Press the F10 key to save the record in the security file.

Removing ability to view others messages

- Press the F8 key to clear the screen
- Find the record for the user and rights in question either by entering the name or by using PgUp and PgDn to browse through the records.
- Press the F2 key to delete the record.

Remember, one user may have many security records. Be sure the correct one is displayed before you delete or change the record.

Changing security

- Press the F8 key to clear the screen
- Find the record for the user/other user you wish to change either by entering the name or by using PgUp and PgDn to browse through the records.

- Change the information, such as the delete ability, by typing in the new information.
- Press the F10 key to save the record.

"ALL" rights

To give a user the right to view and route all SAM messages for any user, enter "All" in the Can view messages to/from field.

- This gives great power to the user. Consider assigning "All" rights very carefully.

Group Users

If you wish a particular user to be able to delete, change or add members to a Group User in SAMroute, you must set a security record for the user in this file. For example, to give Tom Add, the head of the accounting department, the ability to modify the composition of the SAM group user named "ACCTING," you would enter a security record in SAMsecu as follows:

- Enter Accting in Login Name
- Enter Tom Add in Can view messages send to/from
- Enter Y or N in Ability to delete?
- Press the F10 key to save the record in the security file.

SAMsend

Introduction

SAMsend is used to send messages and files in the SAM system. Normally you would use the SAM Hot Key to send a message, however sometimes you might want to have SAM up all the time to send messages (ie. receptionist)

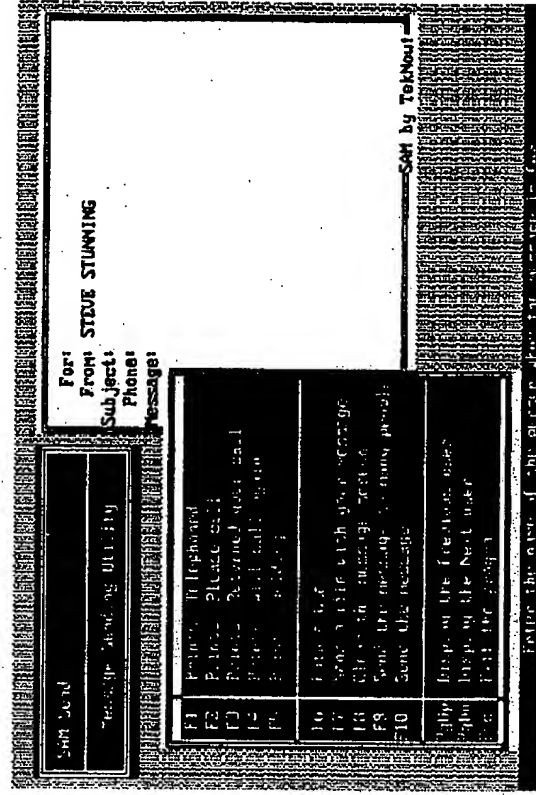


Figure 14-1 SAMsend Screen

Description

The "Subject" and "Phone" fields are optional. You can fill them in or skip them. Although you do not put in the date and time of the message, SAM will do so automatically when you send the message. The person who receives the message will know the exact time and date of each message.

Once you have completed the message you want to send, press the F10 key (you can also use the F9 key if you want to send this message to more than one person - see details on the F9 key below). The SAMsend screen will clear and the message has been sent.

For

- Enter the user to whom you wish to send the message.

You don't have to type the whole name. Just type enough letters to make it unique, such as first name plus last name initial. Press the Enter key and SAM will display the full name. SAM will find the name closest to the characters that you entered. To select the desired name, you may use the PgUp and PgDn keys to find the Previous or Next person alphabetically.

You may notice that it doesn't matter whether you type capital letters or not, SAM automatically changes all lower case letters to uppercase in the For field.

From

- Your name will be displayed here.

This is the name of the person who actually composes and sends the message. Therefore, it is not always who the message is from. For example, if you took a phone message from Frieda Fabulous, the message you send should have your name in the FROM field and Frieda Fabulous as the SUBJECT or part the body of the message.

You will notice that you can type over the name in the FROM field for convenience. However SAM's security features allow him to

know who really sent the message, so beware of sending anonymous messages to the wrong people.

Subject

- This field is optional. Enter the subject of your message if you wish.

The SUBJECT field is used to enter the subject of the message. Although this field is not required, it is helpful in finding messages later on, and to help people reply to your messages. For example if Joe Grow had called to talk to you and someone sent you a message the SUBJECT could be Joe Grow.

Phone

- This field is optional. Enter the phone number if you wish. You would normally enter the phone number of the person who called. If we use the example above, they would enter 343-555-1212 which is Joe Grow's phone number.

Message

- Use one of the function key messages (F1-F5) if you wish and/or type your own message.

These fields compose the actual body of the message. Enter anything you like and/or press F1, F2, F3, F4, or F5 keys to have certain messages typed in automatically with one keystroke. Messages may be as long as the space of the message screen. If you need more space send as many messages as it takes. We have found that the space is adequate for 99% of the communications people make every day.

SAM privacy, and security

Many people have concerns about privacy when they use an automated messaging system. For this reason it is important to explain how SAM handles security.

When you are given access to SAM, you have the option of selecting a password. Only you and your system supervisor know your password unless you give your password to someone else.

Usually, only the sender, the receiver and the system supervisor have access to messages. In this default state, only you, the sender or receiver of your message, and the system supervisor can view/search your messages, resend your messages, and/or route your messages.

There are situations, however, where people wish other individuals to have access to their messages. For this reason, SAM has a means by which the system supervisor can give someone else access to your messages or give you access to someone else's messages.

For example, an executive may wish her secretary to be able to see all her messages and to route them (using SAMroute) but not to be able to delete them. The system supervisor can grant these privileges to the secretary.

To find out whether anyone else has access to your messages and/or to grant rights to someone else, speak to your system supervisor.

At the DOS prompt type SAMSEND and press enter.

- C> SAMSEND

How to fill out the message screen

To move around the message screen, you use the arrow keys on the numeric pad on your keyboard and the Enter key. As you type, the words will wrap automatically to the next line as they do with any word processor.

What each of the editing keys do

- Up Arrow Moves you up one line.
- Down Arrow Moves you down one line.
- Right Arrow Moves you one character to the right.
- Left Arrow Moves you one character to the left.
- Enter Moves you to the beginning of the next line.
- Backspace Moves you back a space and erases the character.

Function Keys

The function keys F1-F5 are programmed to help automate message sending. You would use any or all of them to type in your message when you reach the message field. For example to tell Steve Stunning that Freida Fabulous had phoned, you would type the name "Freida Fabulous" and press the F1 key. The word "TELEPHONED" will be typed in automatically for you.

- F1 Prints TELEPHONED
- F2 Prints PLEASE CALL
- F3 Prints RETURNED YOUR CALL
- F4 Prints WILL CALL AGAIN

- **F5 Prints HOLDING**

The function keys F7-F10 tell SAM to perform some action. Each is discussed in detail below.

- **F7** Send a file with your message
- **F8** Clear the screen
- **F9** Send the same message to many people
- **F10** Send the message
- **Esc** Exit this program

Attaching a file to your message (F7 Key)

SAM provides a quick and easy way to send a copy of a file to someone along with the message you are sending, *if your system supervisor has granted you this ability*. Some SAM users have the ability to send files from any computer system directory to which they have access. Some users can send files only from their home directories, while other users cannot attach files to messages at all.

Sending files with your messages improves productivity, for example, when you have a draft of a document someone else should review, or when you want a co-worker to look over a spreadsheet you have prepared, check with your system supervisor to see what kind of file attaching rights you have been given. Alternatively, just try to send a file to someone. If you don't have that ability, SAM will tell you or the F7 key will be inoperable.

If you can send files from your assigned home directory or below, you only need to know the file name. (If you have the right to send a file from any directory, you must know its complete path name).

- Compose a message to the person telling him or her you are sending the file.
- Press the F7 key to pop up the file attach window.

- Type in the name of the file you are sending, and press the Enter key.

To change the name, backspace over the filename and type in a new name (of up to 8 characters followed by a "." and three more characters if you wish).

If you have the right to send files from any directory, you may enter the name of the directory to which you are sending the file, as well as the file name.

- Press F10 to send the message and the file you just attached.

Note: Sending files with SAM is non-destructive. If the recipient already has a file with the same name, SAM will change the name of the file you send so it won't destroy existing data. In this example, if a file named TEST.DAT already exists in the STEVE subdirectory, SAM will rename it TEST.001 *and tell the receiver the new name of the file on the last line of the message you sent.*

If SAM cannot send the file for any reason, it will notify you with a message. SAM will also tell the receiver of your message that the file was not sent.

Attaching a File to a group

If your message is being sent to a group and a file has been attached, the file will be sent to each user's SAM home directory as defined by your system supervisor.

File attaching to a routed user

If your message is being sent to a user that has been routed (see SAMroute section), the file is sent **ONLY** to the destination you specified in "Send file with msg To".

Sending the same message to several people: (F9 Key)

If, the people to whom you wish to send a message have been set up as a "Group User" in SAM:

- Enter the "Group Name" in the "For" field
- Press the F10 key to send the message in the normal manner.

For example, if the Accounting Department has been defined as a "Group User" with the name "Accting," when you type "Accting" in the "For" field, SAM automatically sends the message to each user in the Accounting Department. (To see the names of individual users who compose the group, see "Composition of Groups" in the SAMroute section.)

There may be times, however, when you want to send the same message to several users who are not defined as a "Group User" in SAM. For example, to tell Steve, Joe, Dave and Ron that there is a sales meeting on Friday at 10 a.m.:

- Enter "STEVE" in the FOR field
- Press Enter (to verify the name)
- Type in the message you want to send
- Press the F9 key to send the message to Steve.
The message screen will reappear but the name field will be blank.

- Type the next user name on your list, Joe
- Press Enter (to verify the name)
- Press the F9 key to send to him.

Repeat this process for each user on your list.

When you have sent the message to each user,

- Press the Esc key to exit the program, or
- Press the F8 key to clear the screen if you wish to enter a different message.
- Press the Esc key whenever you wish to exit the message screen.

Special messages you can send

How to send a message to a numeric beeper

Numeric beepers can only receive a phone number you wish the owner of the beeper to call. SAM will automate this procedure for you.

Call up the message screen as usual. Enter the User Name which is assigned to the beeper on the "For" line of the message screen. Type in the phone number you want the receiver to call. This **MUST** be in the Phone field.

- Press the F10 key to send the message

If you sometimes have trouble remembering why you beeped someone by the time they call back, complete the whole message before you send it to the beeper. Then, when the person you beeped calls you back, you can go into SAMview and find the last message you sent (by entering the user's name and pressing the End key) and know why you had beeped that person.

Send a message across town or across the country

Sending a message to a remote location or to a SAM user with a long distance phone number is exactly the same as sending a local message, except that your system supervisor may have placed certain time restrictions on the sending of these messages.

Check with your system supervisor to find out how your SAM system is set up with regard to sending these kinds of messages and with regard to sending files to remote locations.

Sending a Fax

You send a message to a fax machine exactly like any other message. Simply press the SAM HOT KEY and type in the name of the person you wish to correspond with. Fill in the message form and press F10. The message and any file attachments will be sent to the fax machine.

If the name has NOT previously been set up, you may still send a message NOW! Simply press the SAM HOT KEY and type QUICK FAX in the FOR field. The following fields must be properly filled in:

- Subject (The name of the person of who the fax is for)
- Phone (The phone number of the fax machine)

Note: If you normally have to press 9 to dial out, you may also have to preface the fax phone number with a 9. Inserting a comma after the 9 will cause a pause of 1 second.

Attaching a message to a fax

If you send a file with your message to a fax machine, it will also print out on the fax machine. However, current CAS fax boards only support 3 types of files:

- DOS Text files
- PCX files
- DCX files

In other words, the Fax board in the SAM server will not understand WordPerfect files, LOTUS 1-2-3 files, etc... in their raw form. Many SAM users have found that building a macro in their word processors has helped them save word processing files to text files easily, before they attach the file.

SAM assumes it is a text file unless the file name has the extension PCX or .DCX.

A PCX file is a standard file format for storing graphic oriented information. If you have a scanner, this is usually an option of how it stores the scanned image into a file.

A DCX file is a multiple paged PCX file. Usually a PCX file is one file for one page. The DCX format allows for multiple pages into one file.

Two messages at once

Some busy users have found it convenient to use SAMsend and the SAM Hot Key at the same time. This allows a person to work on two messages at once.

SAMsendr

Introduction

Welcome to SAMsendr, short for SAMsend Remote, a stand alone program used on any PC with a 300, 1200 , or 2400 baud Hayes Compatible modem. SAMsendr automatically sends messages to any SAM user. With SAMsendr you can send messages from your PC with a modem to any SAM user or device. In addition, you can

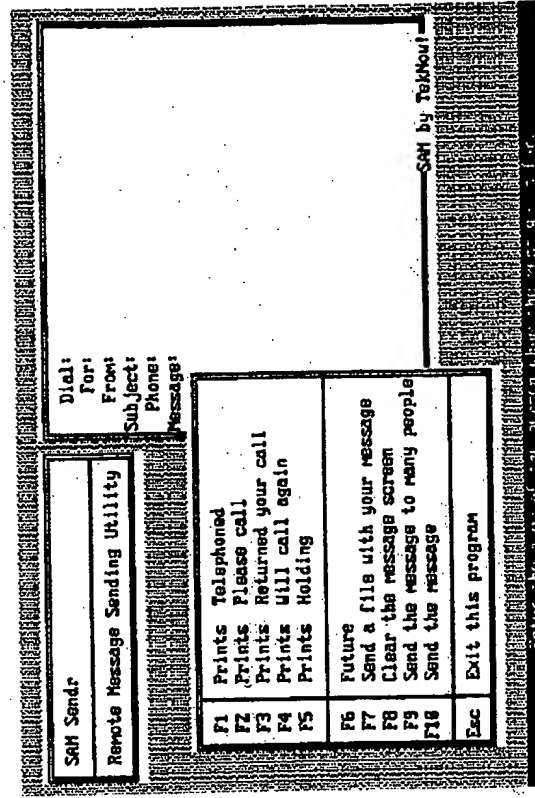


Figure 15-1 SAMsendr Screen

send directly to a Personal Message Receiver (PMR) without going through a SAM message server.

The SAM message server, to or through which you are transmitting messages, routes everything according to the "User Name" put into the system. Since SAMsendr operates independently of the SAM message server, you may type in any name you wish, and SAMsendr will transmit the message. When the SAM message server receives a message to an unknown name, however, the message will be routed to whoever is designated to receive **ERROR** messages and may or may not eventually reach the user to whom you were sending.

Therefore, it is important that you *know correct user names before you send messages through a SAM message server.*

To install SAMsendr, see SAMsendr Installation at the end of this chapter.

Loading SAMsendr

Type SAMsendr at the system prompt:

- C> **SAMSENDER**
and the SAMsendr message screen will appear. Or, if you created a batch file in the installation, type the name of the batch file at the system prompt.

Function Keys

The function keys F1 – F5 are programmed to help automate message sending. You would use any or all of them to type in your message when you reach the message field. For example to tell Steve Stunning that Freida Fabulous had phoned, you would type

the name and press the F1 key. The word "telephoned" will be filled in for you.

- F1 Prints TELEPHONED
- F2 Prints PLEASE CALL
- F3 Prints RETURNED YOUR CALL
- F4 Prints WILL CALL AGAIN
- F5 Prints HOLDING

The function keys F6 – F10 tell SAMsendr to perform some action. Each is discussed in detail below.

- F6 Send message to a PMR
- F7 Send a file with your message
- F8 Clear the screen
- F9 Send the message to many people
- F10 Send the message
- Esc Exit this program

• **Help Line.** Along the bottom of the screen is a "help line" which changes as you move from field to field of the message screen. The help line acts as a quick reminder for what you should type in each field.

How to Send a message using SAMsendr

- Fill in each line of the message.
 - Press either the Enter key or Down Arrow key to move to the next field.
- (Note: If you included names in your batch file, you may type over the "For" name to change it, or just press Enter or Down Arrow to keep it. Press Enter or Down Arrow to keep your name in the "From" field.)

The "Subject" and "Phone" fields are optional. You can fill them in or skip them. Although you do not put in the date and time of the message, SAM will do so automatically when you send the message. The receiver will know the exact time and date of each message.

Note: The time and date is entered from your computer system clock. Therefore be sure to enter the correct time and date, if necessary, when you boot your system. If you do not do this, all messages will be dated 1-1-80.

- Press the F10 key to send the message.
Modem status screen will appear and show transmission of your message.

The message screen will reappear as follows:

- If transmission was complete, the message screen will reappear with "Message sent successfully" in the box at the top left of the screen.
- If unsuccessful, the screen will reappear and say "Try again Message was not sent."

If message was not sent, see **SAMsendr TROUBLESHOOTING** at the end of this chapter.

Sending a file with your message

SAMsendr provides a quick and easy way to send a copy of a file to someone with the message you are sending. This is useful, for example, when you have a draft of a document someone else should review, or when you want a co-worker to look over a spreadsheet you have prepared.

To send a file you must know its complete name, including path, and you must know the directory in which the user to whom you are sending the file wishes to receive files. For example:

- **C:\WP\WORK\TEST.DAT**

is the full path name of a file called TEST.DAT which is in a subdirectory named WORK in a directory named WP on my "C" drive.

Attaching the File to the message

- Complete a message to the receiver of the file.
(See instructions "To send a message with SAMsendr.")
- Press the F7 key.
At the "File to Send:" prompt, type in the full path name of the file you are sending, and press Enter. For example:
- **File to Send: C:\WP\WORK\TEST.DAT**
The "Send to:" prompt will appear. Type in the full path name of the directory to which you are sending the file, and the file name. To send the file TEST.DAT to a subdirectory named STEVE of the MSG directory on the network drive F, you would type:
- **Send to: F:\MSG\STEVE\TEST.DAT**
- **Press Enter.**
The message screen with your message will reappear.
- **Press F10** to send the message and the file.
SAM will tell the receiver the name of the file you sent.

Note: Sending files with SAM is non-destructive. If the recipient already has a file with the same name, SAM will change the name of the file you send so it won't destroy existing data. In this example, if a file named TEST.DAT already exists in the STEVE subdirectory, SAM will rename it TEST.001 and tell the receiver the new name of the file.

The modem status screen will appear and you can follow the progress of the transmission if you wish.

If transmission was not successful, see SAMsendr TROUBLESHOOTING at the end of this chapter.

Sending a message to many people

If, the "many people" have been set up as a "Group User" in SAM:

- Enter the "Group Name" in the "For" field.
- Press the F10 key to send the message.

For example if the Accounting Department has been defined as a "Group User" with the name "Acting", when you type "Acting" in the "For" field, SAM automatically sends the message to each person in the Accounting Department.

There may be times, however, when you want to send the same message to several people who are not defined as a "Group User" in SAM. For example, to tell Steve, Joe, Dave and Ron that there is a sales meeting on Friday at 10 a.m.:

- Enter the message to "Steve", the first name on your list
- Press the F9 key to send the message to Steve.

The message screen will reappear but the name field will be blank. Type the next name on your list, "Joe" and press Enter.

- Press the F9 key to send to him.
- Repeat this process for each name on your list.

When you have sent the message to each person,

- Press the Esc key to exit the program, or
- Press the F8 key to clear the screen if you wish to enter a different message.

SAMsendr Installation

You may run SAMsendr either from a floppy disk, hard disk, or network disk drive.

Floppy Disk Installation

Copy the file SAMSENDR.EXE from your SAM OPTIONS DISK to another formatted disk. Use the copy as your working disk. Place the original in a safe place.

Hard Disk Installation

Make a directory on your hard drive called, for example SAM. Copy the file SAMSENDR.EXE from your SAM OPTIONS DISK to this directory.

Modem and Com Port

SAMsendr defaults to the COM1 port. If your modem uses COM2, you must include that parameter when you use the program. SAMsendr defaults to a 1200 baud modem. If your modem is 300 or 2400 baud, you must include that parameter as well.

Starting SAMsendr

You can access SAMsendr in one of two ways. The first is directly from your system prompt:

With COM1 1200 baud modem, type SAMSENDR

With COM2 1200 baud modem, type SAMSENDR /COM2

With COM1 300 baud modem, type SAMSENDR /300

With COM2 300 baud modem, type SAMSENDR /COM2 /300

With COM1 2400 baud modem, type **SAMSENDER /2400**

With COM2 2400 baud modem, type **SAMSENDER /COM2 /2400**

OR create a batch file containing:

- SAMSendr
- phone number of the message server to call
- name of the user being called (optional)
- name of the caller (optional)
- com port of the modem (if you are using COM2)
- baud rate of the modem (if not 1200)

In the following format:

- SAMSendr 555-1212 Steve_Stunning Gloria_Gorgeous /COM2 /2400

There must be a space between SAMSendr and the phone number; between the phone number and the name to send to; between that name and the sender's name; between the last name and the /COM2 and/or the baud rate.

If there is a space, such as those between first and last name, you must replace it with an underscore.

If you need access codes or area codes for your phone call, just include them.

Include a "comma" to insert a one-second pause for the phone system. For example:

- 9,1-800-555-1212

will have SAM dial "9" wait one second for an outside line and then dial the area code and phone number. If your system requires more than a one-second pause, add additional commas. If you must enter a code or identification number for your long distance service, type that in the command line.

You may include your name and the name of the person you are sending to or just put the telephone number in the batch file and fill in the names on the message screen.

Save as MSGSTEVE.BAT (or whatever name you wish, just so the name is followed by ".bat")

There is an example batch file on your SAMSendr disk. To run it type CALL DAVE at your system prompt.

Modem installation

SAMSendr supports Hayes Compatible modems with speeds of 300, 1200, or 2400 baud. Normally you should hook up your modem to your COM1 port. If you have an internal modem, configure your modem to be COM1.

Before installation be sure to set your modem's switches as follows:

- DTR normal
- Verbal result codes (as opposed to numeric result codes)
- Display result codes
- Normal Carrier Detect
- Normal AT command set
- Disconnect with + + +

After you have made the modem settings, install the modem as COM1 by following the instructions that came with your modem.

SAMSendr TroubleShooting

If message screen says, "Try again message was not sent," do just that. Send the message again but this time watch the modem status screen and listen to tell whether the modem answers.

Problem: Modem status screen shows no modem operating.

Check to be sure modem is 300, 1200 or 2400 baud Hayes compatible.

Check cables and wires to be sure modem is connected properly to computer and to phone line.

Check to be sure phone line is working.

Check to be sure modem is turned on.

Check modem switch settings in SAMsendr Installation.

Problem: Outgoing call made but receiving modem doesn't answer.

Check telephone number to be sure you are dialing correct number for message server.

If number is correct, check with someone at the message server site to be sure that: their modem is working; their modem is connected properly; their phone line is ok; their message server is turned on.

Problem: Receiving modem answers but message not transmitted.

If you hear the modem answer your call, but the message is not transmitted, this means either there is a problem with the quality of the phone connection or the message server is not working. To check the first possibility, resend the message. If the problem was in the phone connection, the second attempt should be successful. If repeated attempts fail, notify the message server site that there is a problem.

SAMserve

Introduction

SAMserve is the message server program. It takes care of sending your messages to any of the devices supported by SAM. It is also the telecommunications manager and allows people to send or receive messages from remote sites.

SAMserve is not a TSR program. Therefore, you must either run the server on a dedicated computer or run it under Quarterdeck Office System's Desqview.

If SAMserve is NOT running, people can still send messages but they will not be delivered until SAMserve is running.

Program Options

The format for executing SAMserve from the DOS prompt is:

- SAMSERVE

Please note: The Btrieve record manager should be loaded before SAMserve can run.

When SAMSERVE is started, it looks for a file called SAMSETUP.DAT in the default directory. SAMSETUP.DAT tells the system what options you are running with and defines what COM port you are using etc. The options are defined below. If SAMSETUP.DAT is NOT found, SAM assumes you are not using a modem or fax board and that if you have a PIM! master board that will use COM1. However, it is highly recommended that you create a SAMSETUP.DAT file.

An example SAMSETUP.DAT file has been included on one of your supervisor diskettes. You may change this using your favorite text editor. A ; (semi-colon) in the first column comments out that line thus making the function inactive. Please read the comments in the example SAMSETUP.DAT file to see if any additional features have been added since the printing of this manual. The first three digits in an entry refer to the serial number of the SAM server. If three dashes (---) appear, then it refers to the default serial number. (ie. Your serial number).

SAMSETUP OPTIONS

Modem Initialization String

This parameter tells SAM what to send the modem everytime it re-initializes the modem. SAM re-initializes the modem when he comes up, before he sends a dial string and after he hangs up from an incoming or outgoing call.

- Example: --- MODEM INITIALIZATION STRING = "AT Z~ AT EX1 S0=1 ~ ~"

A ~ causes SAM to send a carriage return (CR)

Modem Dial String

This parameter tells SAM what to send before it dials a phone number.

Note: When SAM dials a phone number, he first sends the modem initialization string, then the dial string.

- Example: --- MODEM DIAL STRING = "AT DT"

Modem COM port

This parameter tells SAM what COM port to talk through the modem. SAM supports COM1 thru COM4. However, if you plan to use COM3 or COM4 must be configured as follows:

COM3 - Base I/O: 3E8, IRQ 7 COM4 - Base I/O: 2E8, IRQ 5

An example of how to define the COM port is as follows:

- Example: --- MODEM = "COM1"

SAM PIM! Master Board COM port

If you have SAM message printers, this parameter defines which port to use for that.

- Example: --- PIM! MASTER BOARD = "COM2"

SAM Log File

If you define this parameter, SAM will write errors and information to a log file. This parameter defines the name of that file.

- Example: --- LOG FILE = "SAMLOG.LOG"

Fax Board

If you have a CAS compatible Fax board in the SAM server, then you will need to define this parameter. This parameter tells SAM where to locate the Fax software that came with your board.

- FAX BOARD INSTALLED, PATH = "F:\CONNECT"

Fax delivery confirmations

If you want a confirmation message delivered to the sender every time a fax is successfully delivered, enter the following line:

- --- CONFIRM FAX DELIVERIES

Novell Network Communications

If you have a Novell network SAM can notify users of messages by using Novell's IPX protocol. If you are running Netware enter the following line:

- --- USE IPX FOR NETWORK COMMUNICATIONS

Inter-networking

SAM allows you to talk with other Network File Servers and SAM Message Servers on the LAN through its Inter-networking feature. If your network can assign drive letters to various file servers either locally or across a LAN to a LAN bridge, then SAM will work with your network. The possibilities are limitless. Boston, Chicago, Los Angeles can act as a local mail system without any phone calls.

If you define the inter-networking parameter, then you must define the SAM home directory path name for each server including your own. When SAM gets a message for that server serial number, he simply copies it across the internet to the other SAM server. For example, if your server serial number is 123 and your SAM serial number in Chicago was 124, then the parameters would be defined as follows:

- 123 SAM SERVER ON INTERNET - PATH = "H:\SAMSERVE"
- 124 SAM SERVER ON INTERNET - PATH = "I:\SAMSERVE"

One Computer serving as SAM server for other LAN's

Picture this: You have two network file servers in your building each with 90 people on them. There are not enough connections for everyone to be attached to both file servers all day. If a person is not attached to the file server that has the SAM server, not everyone can send a SAM message. SAM to the rescue. Have the SAM server attach to both networks, install a SAM on each side, and have one machine act as the SAM server for both SAM's. Confused? This feature is a very powerful feature and thus can be complicated. If this is confusing, please feel free to call our technical department. In order to implement this feature, define all the internet's as described above and put in the following command:

- 123 IS SAM SERVER FOR "124"

MHS (Novell's Message Handling Service)

Please see the section on installing Novell's message handling service if you are going to use the MHS gateway. There are many entries that are required used in SAMSETUP.DAT file for MHS. They are as follows:

- --- MHS GATEWAY AVAILABLE, PATH = "F:\MHS\GATES\ACME"
- --- MHS GATEWAY NAME = "ACME"
- --- MHS CHECK GATEWAY TIME = "10"

Have SAM run your program

SAM can exit and run other programs allowing you great flexibility and power, thereby allowing you to share the valuable resources attached to your SAM message server (ie. modem, phone line, computer).

There are four events that can trigger SAM to exit and execute a program.

Upon receipt of a message to a specific user

Suppose you want to have your message server run a remote control software package upon your command in a emergency situation. You could use SAMsendr to send a message from home to your message server which would run your program.

- --- EXIT AND EXECUTE "PROGRAM" UPON RECEIPT OF MESSAGE TO "SAM USER NAME"

The information in " " should be replaced with the appropriate parameters. You would replace "PROGRAM" above with the name of the program or batch file you want to run. You would replace "SAM USER NAME" above with the name of the user that will cause SAM to exit and execute the program you desire.

The last entry of your batch file needs to run SAMserve again.

Note: SAM messages can continue to be sent while the message server is down or executing other programs, however the message will NOT be delivered until SAMserve is running again.

At a specific time

The following command in SAMsetup.dat would run PROGRAM at 1:00pm.

- --- EXIT AND EXECUTE "PROGRAM" AT SPECIFIC TIME OF "1300"

At a specific interval

The following command in SAMsetup.dat would run PROGRAM after SAM had been running for 15 minutes.

- --- EXIT AND EXECUTE "PROGRAM" AFTER "15" MINUTES

When someone sends a message to a MHS user

The following command in SAMsetup.dat would run MHS.BAT after anyone sent a message to a MHS user.

- --- EXIT AND EXECUTE "MHS" AFTER DELIVERY OF A MHS MESSAGE

Non-Time critical messaging

SAM is usually used as a Real Time/Time Critical messaging system. Optionally, you can run SAMserve periodically for non-time critical messaging. For example you send messages all day using the SAM Hot Key and at night run SAMserve to deliver and pick up messages. The following option will run SAMserve, deliver messages, pick up messages, and then exit when complete.

- --- DELIVER PENDING MESSAGES (ONE CYCLE OF SAM)

SAMstart

A batch file called SAMSTART.BAT has been included to give you an example of how to start up the message server. It includes three steps as follows:

- SHARE (not necessary on Novell Networks)
- BTRIEVE (runs the record manager)
- SAMSERVE

Running SAMserve with Desqview

As mentioned before, SAMserve is Desqview aware and will operate quite nicely in a Desqview window. Set up your Desqview window to have 300K of memory. We recommend that you have either Enhanced Expanded memory or Lotus/Intel/Microsoft 4 spec memory. (A 386 running Desqview's QEMM works best). With this kind of expanded memory SAM will be able to run above the 640K main memory and leave more for the other applications.

When running multiple applications, make sure another program does not use the same COM ports that SAM uses.

SAMshell

Introduction

SAMshell enables SAM users to send SAM messages to the world. SAMshell is a TSR program. Once loaded, SAMshell sleeps in the background until you press the SEND HOT KEY. SAMshell will pop-up over the top of your program no matter what the user is working in.

Description

There are many program switches that can be used as you load SAMshell.

Choosing your HOT KEY

By adding a command line switch, SAMshell allows you to choose any one of three hot keys. Below are the three command line switches and their associated hot keys:

- /A Alt-M to send a message
- /AS Alt-Left Shift-M to send a message

- /CS Ctrl-Left Shift-M to send a message
The default hot key is Alt-M.

Special file attach option

When a user attaches a file, normally the attached file is copied to SAM's working directory as the message is being sent. If you would like the message server to do the copying, then you must load the following parameter as SAMshell is being loaded.

- /SA SAM Attach (Message server does the copy)

Example

The following is an example entry on how you would execute SAMshell from the DOS prompt.

- SAMSHELL /AS (Hot Key is ALT-Shift-M)

Function Keys

- Alt-M or MESSAGE HOT KEY Accesses the SAMshell Message Screen and displays the message.
- Esc returns you to what you were doing when you pressed the **HOT KEY** key combination.

Loading SAMshell

If you are a daily user of SAMshell, it is most convenient to have SAMshell loaded from your AUTOEXEC.BAT file or your net-

work login script. However, the following sequence should be followed:

- SHARE (Not necessary if you have a Novell Network)
- SAMSHELL
- SAMNET
- SAMLOGIN (See SAMlogin section for automatic login options)

SAMsites

Introduction

SAMsites is used to set up, modify or delete remote message servers SAM will be sending or receiving messages from. It allows you to define other message servers in your SAM wide area network and how often and during what times messages can be sent to those sites, along with parameters to help save on long distance charges.

Site Name * * * * *

Serial # * * * * *

Phone # * * * * *

Baud rate *1200*

Accumulate *1* msg's before dialing. After *8* minutes, dial anyway. Allow dialing only between: *1730* and *1830* or *1830* and *1930* or *1930* and *2030* or *2030* and *2130*.

Files *18* K or larger can be sent to this site between: *1730* and *1830* or *1830* and *1930*.

Try dialing *18* times and then give up. Allow *28* seconds to get connection. Wait at least *8* minutes between calls.

Esc- Exit F1- Help

F2 Delete server

F3 Print list of servers

F8 Clear fields on screen

F10 Save server

PageUp Find previous server

PageDown Find next server

Figure 18-1 SAMsites Screen

Description

Name

Choose a name for the message server and enter it.
(ie. TekNow!, ACME Corp. etc.)

Serial Number

Enter the serial number of this message server. Upper and lower case letters DO make a difference in the serial number.

Baud rate

Enter the baud rate (300, 1200, 4800, or 9600) of the modem the message server is using.

Phone

Enter the phone number your server will dial to call this message server. If your phone system requires you to dial 9, enter it as part of the number. A comma will cause the modem to pause 1 second.

You can enter multiple phone numbers and access codes to use your long distance service if necessary.

Example long distance number:

To call a local number for long distance service, enter your access code for this service, and then dial the number of the message server, fill in this field as shown below. The commas tell the computer to wait 1 second for each comma and then continue dialing the number.

- Phone # »555-3482,,,33294,415-437-8069«

In this example, the computer dials 555-3482 waits 4 seconds, dials the access code of 33294, waits 2 seconds, and then dials the phone number of the message server 415-437-8069.

Dialing time block

Below you see the defaults for the dialing time block. All messages will be sent instantly to a remote message server at any time of the day or night when set in this default condition. You can change these parameters to prevent, for example, dialing long distance every time a message is sent, batching groups of messages together, and just sending messages at certain times during the day.

Accumulate »1« msg's
before dialing. After
»0« minutes, dial
anyway. Allow dialing
only between:
»HHMM« and »HHMM« or
»HHMM« and »HHMM« or
»HHMM« and »HHMM«.

Note: The allow dialing between fields (entered above as HHMM meaning Hour and Minutes) must be entered in military time. ie. 3:00am is 0300 and 10:00pm would be 2200.

Dialing Time Block Examples

Example - Save long distance charges

In this example, five messages will be accumulated before dialing this location to save on long distance charges. However, you don't want messages to wait too long before being sent, so after 15 minutes, even if five messages haven't accumulated, you will send whatever messages are waiting. No time restrictions are being used.

Accumulate »5« msg's
before dialing. After
»15« minutes, dial
anyway. Allow dialing
only between:
»HHMM« and »HHMM« or
»HHMM« and »HHMM« or
»HHMM« and »HHMM«.

Example - Send messages two times a day:

In this example, since all messages sent to this server are of a low priority, the hours during which messages are sent, are limited. With these settings, messages will be sent in a batch twice a day between 6:00 and 7:00 am and 6:00 and 7:00 pm.

Accumulate »1 « msg's
before dialing. After
»0 « minutes, dial
anyway. Allow dialing
only between:
»0600« and »0700« or
»1800« and »1900« or
»HHMM« and »HHMM«.

You may combine these parameters to set up the best transmission system for each of your remote sites.

Attach File Dialing Time Block

These options are also designed to limit long distance costs by preventing the transmission of large files during high phone rate hours. You can limit the size of files that are attached with messages, and define what times files can be sent.

The *Attach File Time Block* is secondary to the *Dialing Time Block*. This means SAM checks the Dialing Time Block first to see if it's okay to send a message. If the time is okay, and a file is attached, SAM then checks the Attach File Dialing Time Block to see if it is okay to send the message and file at this time. If it is okay, SAM will transmit message and file, if not SAM waits until it is okay and then sends both file and message.

Note: These settings can be overridden to force files through in emergency situations.

Attach File Dialing Time Block Examples

The first Attach File Dialing Time Block example is the default setting. It will allow users to attach and send files smaller than 10K

(10 kilobytes or 10,240 bytes) at any time. Any file 10K or larger and its message will be sent only between 7:30 pm and 6:30 am.

Note: If a message is sent with a file attached and it will not be sent then the person sending the file will get a message from SAM saying when it will be sent.

Files »10 « K or
larger can be sent to
this site between:
»1730« and »0630« or
»HHMM« and »HHMM«.

In this next example, files smaller than 2K will be sent at any time, but all attached files will be sent once during the middle of the day. Since lunch time is slow you decide to do it then and during the night when no one is in the office.

Files »2 « K or
larger can be sent to
this site between:
»1200« and »1300« or
»2100« and »0400«.

Note: Attaching a file with a message from one user to another at the same location (ie. using the same message server) is always done immediately. These parameters only apply to message servers at remote sites.

Try dialing » « times and then give up.

Ten times is the default setting.

When there is a message to be sent, your server will dial the remote server the number of times you specify until it makes a connection. If it dials the maximum number of times entered, and there is still no response, a message saying that the remote server is down is sent to the **ERROR** user of your message server.

The messages are not lost, they merely are held until you release them through SAMqueue when you have determined a connection can be made with the remote site, at midnight when all servers are

automatically reset, or when you receive a message from the remote site.

Entering 0 in this field causes SAM to store the messages for later forwarding when the recipients SAM dials in. Your message server will never try to call this site, SAM will wait for someone to come pickup the messages. This is typically know as Store/Forward messaging.

Allow » « seconds to get a connection.

Twenty seconds is the default for this field. This is usually sufficient, but some long distance services may require an increased time to connect.

Wait at least » « minutes between calls.

When SAM makes a call to another message server and that message server does not answer SAM has an automatic delay before it tries to call again. However in some situations you may want to make sure SAM does not try to call somewhere too often (ie. you know this message server is always receiving large file attachments). This field allows you to determine the minimum amount of time SAM will wait before calling this site again. If the field contains a zero, it will try as often as necessary.

Function Keys

- Esc Exit this program.
- F1 Display the help screen.
- F2 Delete the record displayed on the screen.
- F3 Print a report of the message servers you have defined in the sites file.
- F8 Clear all the fields on the screen.

If you enter information and press the F8 key before saving the record (F10), the data entered will be lost.

- F10 Save the record.
- If you find a record, change the information and then press the F10 key, the changes will be saved in the file.
- PgUp Find the previous site in the file alphabetically. Use to browse backwards through the sites.
- PgDn Find the next site in the file alphabetically. Use to browse through the sites in a forward fashion.

SAMtprint

Introduction

Use SAMtprint to set up, modify and delete teleprinters for use in the SAM system.

The TekNow! teleprinter is a combination message printer and telephone modem. When a call comes through on the phone line to which the teleprinter is connected, the phone will ring once.

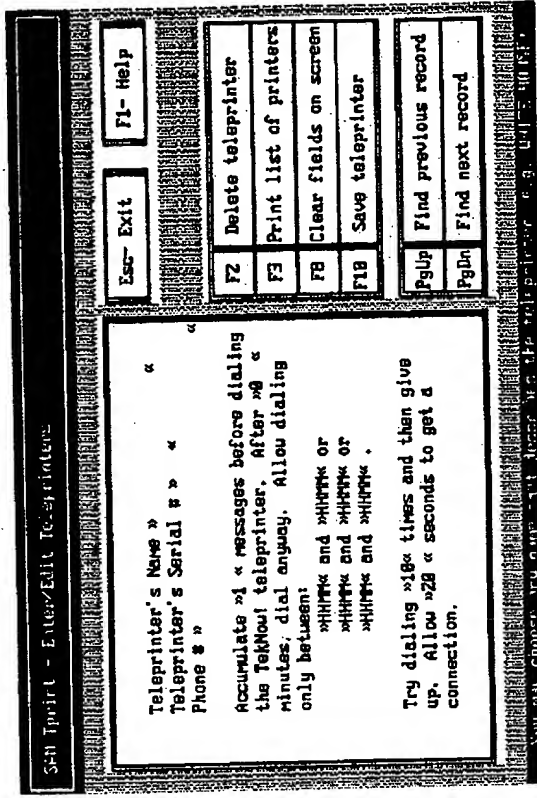


Figure 19-1 SAMtprint Screen

SAM will immediately determine if the call is for the receipt of a message or from a human caller. If it's a message, the printer will print the message. If it's a human caller, the phone will continue to ring.

Description

Teleprinter's Name

Pick any name by which you will refer to this teleprinter and enter the name in this field.

Teleprinter's Serial

Find the serial number on the bottom of the teleprinter and enter it in this field.

Phone

Enter the phone number your server will dial to call this teleprinter. You can enter an area code and/or access codes, if necessary.

Example: Phone# » 1,602-555-1212 «

Dialing time block

Below are the defaults for the Dialing time block.

Accumulate » 1 « messages before dialing the TekNow! teleprinter. After » 0 « minutes, dial anyway. Allow dialing only between:

» HHMM « and » HHMM « or
» HHMM « and » HHMM « or
» HHMM « and » HHMM «

Try dialing > 10 < times and then give up. Allow > 20 < seconds to get a connection.

The information in these fields determines the procedures the SAM message server will use when calling this teleprinter.

The first field determines whether SAM will transmit each message when it is entered, or if it will wait until a specified number of messages have accumulated. Accumulating messages might be desirable if the teleprinter is at a long distance site.

The second field tells SAM that even if you specified accumulating messages in the first field, any message should be sent after this period of time. In other words, you might prefer to wait until 3 messages have accumulated to save on long distance charges, but you don't want any message to be delayed more than, for example, 30 minutes.

The next field(s) determine during what hours SAM will call this teleprinter. The default state allows calling 24 hours a day, but you might want to limit calling to a long distance site to the hours when phone rates are lower. Since the teleprinter always rings once as notification that a message is being received, you may want to limit calling hours based on where the teleprinter is located. The president of the company may or may not wish the teleprinter to ring with a message at 3:00 am.

The final set of fields tells SAM how many times to keep dialing when and if there is no answer or a busy signal. The default here is to dial 10 times and each time SAM dials, to wait 20 seconds for a connection.

Entering 0 in this field causes SAM to store the messages for later forwarding when the recipient presses the phone button on the Teleprinter. Your message server will never try to call this Teleprinter, SAM will wait for someone to come pickup the messages. This is typically know as Store/Forward messaging.

See SAMqueue for information on monitoring the status of messages to remote sites and on how to override these settings when necessary.

Function Keys

- Esc Exit program.
- F1 Display help screen at any time.
- F2 Delete teleprinter
- F3 Print list of teleprinters
- F8 Clear fields on screen.
- F10 Save teleprinter record.
- PgUp Find alphabetically previous teleprinter record
- PgDn Find alphabetically next teleprinter record.

Viewing a teleprinter

- Press the F8 key to clear the screen
 - If you know the correct teleprinter name, type in the name and press Enter.
- If you are not sure of the correct name, use the PgUp and PgDn keys to browse the records until you find the one you need.

Setup a teleprinter

Complete a record for the new teleprinter by filling in the fields as discussed.

- Press the F10 key to save the record.

Change a teleprinter

- Press the F8 key to clear the screen
- Find the record for the teleprinter which needs to be changed.
Make the necessary changes.
- Press the F10 key to save the modified record.

Delete a teleprinter

- Press the F8 key to clear the screen
- Find the record for the teleprinter which needs to be deleted.
- Press the F2 key to delete the record.

Printing a list of installed teleprinters

Be sure your system is ready to print.

- Press the F3 key to print the list

SAMuser

Introduction

SAMuser is used to define the users of SAM. This information, together with that in SAMsites, SAMpage, SAMtprint, SAMfax, and SAMbeep, tells SAM where to send messages and files.

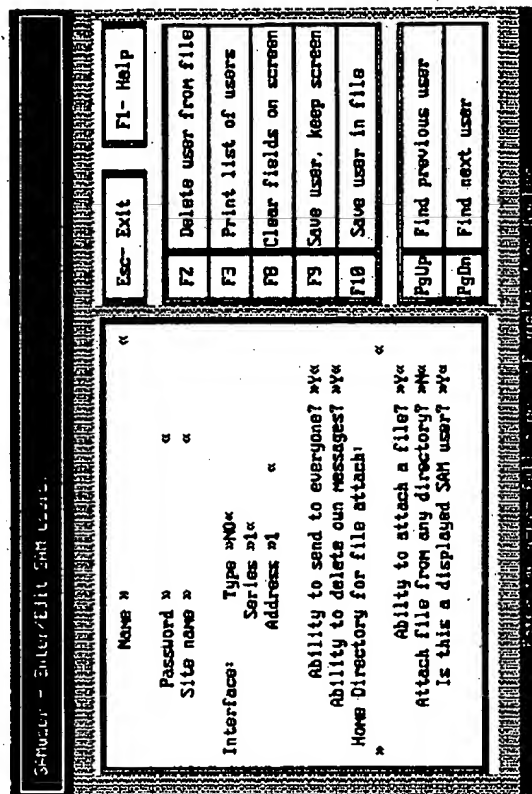


Figure 20-1 SAMuser Screen

Remember, for SAM's purposes, a "user" and a "person" are not necessarily the same entity. One person may be many users. For example, Steve Stunning at his computer terminal is one "user"; Steve Stunning's Personal Message Receiver (PMR) is another "user"; and, to SAM, Steve Stunning's teleprinter at his home is a third "user."

Description

If you are running a Novell Network, see the Appendix on Using SAM on a Novell Network for additional information on setting up user names and passwords.

Name

This is the name by which the user will be known to SAM. (See below for special users.)

Password

This is the password the user will use to log into SAM, if you wish to require a password. If you do not require a password, leave this field blank.

Site Name

This is the site where this user is located. This entry is validated from the SAMsites, SAMtprint, SAMpage, SAMfax or SAMbeep files.

Options are:

- The name you assigned to your MESSAGE SERVER in SAMsites.
- The name assigned to any other MESSAGE SERVERS in SAMsites.

- The name assigned by you for the **NUMERIC BEEPER OF PAGER** in SAMbeep.
- The name assigned by you in SAMpage for the **PAGING COMPANY** your alphanumeric pagers use.
- The name assigned by you in SAMtprint for this **TELEPRINTER**.
- The name assigned by you in SAMfax for this **FAX MACHINE**.

If the user is as at a remote site, the remaining information on the screen is optional. SAM will send the message to the remote site and the information in the remote site USER file will take over the routing of the message.

Interface

The next three fields together identify the type of message device being used by this user. The information required in the "Series" and "Address" fields depends on the type of device you specify in the "Type" field.

Type:

- Enter the type of interface that you are using.

This field defaults to NO for None (the message just saved for later review through SAMview). Just type over the default to enter one of the following valid options.

Type	Description of Receiving Device
PM	PIM1 (PIM1 for Desktop Message Printer)
PR	Personal Message Receiver (Alpha Pagers)
GP	Group
PC	PC on a LAN (Network Version only)
NO	None (Store messages but not send them anywhere)
BP	Numeric beeper or pager
TP	Teleprinter
FX	Fax Machine
MH	MHS (Gateway to Novell's MHS)

Series

Complete as follows:

If "Type" is:

PM	Enter the series of the PIM! this user is using. This is a one digit code on the bottom of the PIM!
PR	Leave as default
GP	Leave as default
PC	Leave as default
NO	Leave as default
BP	Leave as default
TP	Leave as default
FX	Leave as default
MH	Leave as default

Address

Complete as follows:

If "Type" is:

PM	Enter the address of the PIM! this user is using. This is a number found on the bottom of the PIM!
PR	Enter telephone number or PIN. (From the back of the PMR)
GP	Leave as Default
PC	Enter a unique number for each user.
NO	Leave as default
BP	Leave as default
TP	Leave as default
FX	Leave as default
MH	Leave as default

Note: The Series and Address together also make up the serial number of the PIM!

Ability to send to everyone?

- Enter "Y" for Yes, "N" for No

If you answer "Y" to this question this user will have the ability to send messages to everyone at this user's site. If you answer "N" then the user will not be able to send messages to everyone.

Refer to "Special SAM Users" section in this chapter for more information.

Ability to delete own messages?

- Enter "Y" for Yes, "N" for No

Each time a message is sent, SAM stores that message so you can use your computer to look at and/or resend any message. A "Y" in this field allows the user to use SAMview to delete messages he or she has sent or received; an "N" prohibits it.

Attaching Files with messages

SAM allows you to send files such as spreadsheets, documents, and programs along with your messages, including those at remote sites, even to a fax machine.

In many situations there may be files you do not wish transmitted and individuals whose file-sending you want to restrict. SAM makes this control possible by using the information you place in the following three fields.

As a security precaution you have the ability to restrict whether a user can transmit files at all and from which directories users can attach files. Thus, placing files in directories to which the user does not have access will prevent the transmission of confidential information.

Home Directory Path

- Enter the user's default directory for attaching files (ie F:\USERS\JOE).

Note: If no "home directory path" is entered, the user will not be allowed to transmit files.

Attach file from home dir or below?

- Enter "Y" for Yes, "N" for No

A "Y" in this field with a "N" in the next "Attach file from any dir?" field allows this user to attach files only from the home directory which is specified above, or in directories created below that directory.

A "N" will not allow this user to attach files at all and will cause the next "Attach file from any dir?" field to default to "N." (Refer to the examples at the end of the chapter for more information.)

Attach file from any dir?

- Enter "Y" for Yes, "N" for No

A "Y" in this field allows the user to attach files from any directory or sub-directory on the computer system to which he or she has access.

A "N" in this field with a "Y" in the preceding field, allows attaching from only the home directory (and below) specified above.

A "N" in this field (coupled with an "N" in the preceding field) will prevent the user from attaching files from any directory.

Please note that SAM does not override any of the security provided by the computer system you are using, so if a user is restricted from an area SAM can not use that area either.

Is this a displayed SAM User?

If this field contains a "N", noone will be able to send a message directly to this user name. The name will not appear when you try to send a message. If this is not a displayed SAM User, it will NOT count as one of your licenced users. The main reason for this field is that if ONE person owns a PMR, a desktop printer and uses his

PC to receive messages AND he routes his messages to ALL three, it would not be fair to count him as 3 licenced users. In order for him to count as only ONE, leave only one of these devices as a Displayed User. The other devices can be accessed through SAMroute, but people could not send messages directly to the device. This field defaults to "Y" which means the user name WILL appear when you send a message.

Function Keys

- Esc Exit this program
- F1 Display the help screen
- F2 Delete the record displayed on the screen.
- F3 Print a report of the users you have entered into SAM.
- F8 Clear all the fields on the screen.

If you enter information and press the F8 key before saving the record (F9 or F10) the data entered will be lost.

- F9 Save the information on the screen in the user file.

After a record is saved with the F9 key, the screen will reappear with all the fields the same as the record you saved, except the Name and Password fields will be empty. This allows you to set up similar users very quickly.

- F10 Save the information on the screen in the user file.

After a record is saved with the F10 key, the screen will reappear with the default values in all the fields.

Both F9 and F10 save the record. The only difference is the screen which is displayed after the save.

- PgUp Find the previous user in the file alphabetically. To browse backwards through the users' names.
- PgDn Find the next user in the file alphabetically. To browse forward through the users' names.

Special SAM Users

There are several special types of users that SAM recognizes. Here are details on them. *Only the "ERROR" user is required. The others are optional.*

ERROR message user

Whenever an error occurs in the system, such as a message being undeliverable for some reason, SAM sends the message to a user named ERROR.

Therefore, you must create an ERROR user in this file which tells SAM where to send these error messages.

We recommend you use the message printer of the system supervisor as the location to which error messages are sent, but the choice is yours.

If you try to exit the SAMuser program without creating an ERROR USER, SAM will not let you exit the program. You will get an error message instructing you to enter a user with the name ERROR, and SAM will wait for you to do so.

Sending a message to EVERYONE

To allow users of SAM to send a message to everyone at your site at the same time, you must create a special user. Select a name for the user such as **EVERYONE**, and put a 0 in the Series AND address field. Then every time you send a message to **EVERYONE** all users at your location will get the message at the same time. You can use any name as long as you put a 0 in the series AND address field. Everyone messages are routed to ALL thermographic desktop printers and ALL PC's (all Interface Types PM and PC). *(This user is optional.)*

FAX SUPERVISOR special user

When a fax comes in, SAM generates a message to FAX SUPERVISOR to notify someone that a fax is in and where SAM put it. SAM even tells you where the fax came from, how many pages it is, and the name of the file(s) the fax is stored in. The FAX SUPERVISOR can be any device available to SAM - local or remote.

QUICK FAX special user

If you are using the fax feature of SAM, you should add a user named QUICK FAX. Before you can add the QUICK FAX user, you need to set up a QUICK FAX site using SAMfax. When you enter the QUICK FAX user, put QUICK FAX in the user name field AS WELL AS the Site Name field.

The QUICK FAX user allows people to send ONE TIME messages and attachments to fax machines. To send a message to a fax machine, send a message to QUICK FAX and put the person's name who the message is for in the SUBJECT field and the phone number of the fax machine in the PHONE field.

Group Message User

As mentioned under Interface Type, you can create a "group user" so that all people in a work group, team, or an entire department can receive messages simultaneously. Set up the name of the "group user" as you would any other user, and then in SAMroute, enter the names of the individual users who compose the group.

Adding a new user

For more detailed information on filling in the fields, see the section "Description" at the beginning of this chapter.

Name

- Enter the name of the user.

Password

- Enter the password the user will use to log into SAM, if you wish to require a password.

Site Name

- Enter the site where this user is located or the device being used.

If this user is as at a remote site, the remaining information on the screen is optional. SAM will send the message to the remote site and the information in the remote site USER file will take over the routing of the message.

- Enter the Interface Type
- Enter the Interface Series
- Enter the Interface Address
- Enter "Y" or "N" in the "Ability to Send to everyone?" field
- Enter "Y" or "N" in the "Ability to delete own messages?" field
- Enter the "Home Directory Path" for this user
- Enter "Y" or "N" in the "Attach file from home dir or below?" field
- Enter "Y" or "N" in the "Attach file from any dir?" field
- Enter "Y" or "N" in the "Is this a displayed SAM User?" field
- Press the F9 key or the F10 key to save the record

Example

The following screen shows how you would fill in the fields to set up Joe Brown. Once you have entered the information, you would press the F10 key to save the record in the user file.

Example for user JOE BROWN.

See example screen below to show you how you would fill out the screen for Joe Brown assuming his PIM! series is 1, the address is 1001, his password is PRES, and his home directory is F:\USERS\JOE.

New > JOE BROWN

Name: JOE BROWN
 Password: PRES
 Site name: WACME INC
 Type: 1
 Series: 1001
 Address: 1001
 Interface: F:\USERS\JOE

Ability to send to everyone? y/n
 Ability to delete own messages? y/n
 Home Directory for file attach:
 F:\USERS\JOE

Ability to attach a file? y/n
 Attach file from any directory? y/n
 Is this a displayed SAM user? y/n

F2 Delete user from file
 F3 Print list of users
 F4 Clear fields on screen
 F5 Save user, keep screen
 F6 Save user in file
 F7 Filled previous user
 F8 Filled next user

Figure 20-2 Example: How to setup user Joe Brown

Changing a user

It will be necessary to change users when employees transfer or are replaced or when equipment changes. Changing user information is similar to adding new users, but you must first display the user record.

- Press F8 to clear the screen
- Find the user.

You can type in the name if you know it or browse through the file using PgUp or PgDn. Once the correct user record is displayed, change the necessary information.

- Press the F10 key to save the new information.

For example, if Gloria Gorgeous has been promoted and Freida Fabulous has been hired to take Gloria's old job, find the user record for Gloria, change the user name to Freida Fabulous and save the record. Then create a new user record for Gloria. Or, change the interface information for Gloria, save the record, and then create a new user record for Freida.

Exiting SAMuser

- Press the Esc key to exit.

Multiple Server Installations

If your organization is using separate SAM message servers at remote sites, as well as your main office, you may wish to create one master SAMuser file at the headquarters and distribute copies of this file to each of your remote sites. (ie. SAM's file attach feature) In this way, all users will be able to send messages correctly throughout the system. In addition, you will be able to update one user file and distribute copies of the updated file to the other locations.

Number of User Limitations

SAM's software licence limits the number of users you can add without an additional user charge. **YOU CAN INCREASE THIS NUMBER AT ANY TIME BY CALLING OR WRITING TekNow! Inc.** When you call TekNow! have your 3-digit serial number ready, your current number of users, and your desired number of

users. After charging a very reasonable user upgrade fee on your charge card, TekNow! will give you a special password you will need to upgrade your system. You upgrade the system by running the SAMINIT program with the /UPGRADE option. (See the SAMINIT section for further details)

You will notice we are **VERY GENEROUS** on how we count the number of users on the system. **ONLY LOCAL USERS COUNT!** You can add as many users as you wish that are at other SAM sites or faxes! The following describes how SAM counts the number of users:

If you selected N to Is This a Displayed SAM User? in SAMUSER then it does NOT count. This feature allows one person to own several devices (ie a printer, PMR, and PC) and still only count as ONE user. Only one Name displays when you go to send a message, but the other devices can be reached through routing. (SAM-ROUTE)

If the SITE NAME / SERIAL NUMBER is not THIS site, it does NOT count.

If the name is a GROUP, it does NOT count.

If the name sends messages to EVERYONE, it does NOT count.

If the name is ERROR - it does NOT count.

If the name is FAX SUPERVISOR - it does NOT count.

If the name is QUICK FAX - it does NOT count.

Description

Name

This first field displays the user's name. It will say either "For" or "From" depending on whether you wish to find messages "For" or "From" the user name displayed. The F7 key toggles the name of this field and the key word field at the bottom of the screen. If this field says "For" the other says "From" and vice versa.

Date

This displays the range of dates between which you wish to select a message. When the screen appears, both date fields will display the current date. To change a date, just type over the default values.

All the rest of the information on the screen is to help narrow, and therefore speed up, the search for the message you want to view.

Time

The next two fields provide the opportunity to narrow the time frame during which the message was sent or received. They are optional. If you know the time of the message you seek, you can enter the hours and minutes and a or p (for am/pm) by typing over the default "HMMa" which is displayed.

"From/For" Key Word Field

This field works in conjunction with the first field (user name) to tell SAM the second party to the message you want to see. It is optional.

"Subject" Key Word Field

If you know the exact "subject" of the message you wish to display, enter it in this field. SAM will only look in the "Subject" field to find a match.

SAMview

Introduction

SAMview is used to view, resend, and/or delete messages sent to or from any SAM user. SAM automatically saves all messages sent until they are removed from the system. This means you can review the messages which have been sent or received to find a particular message or messages.

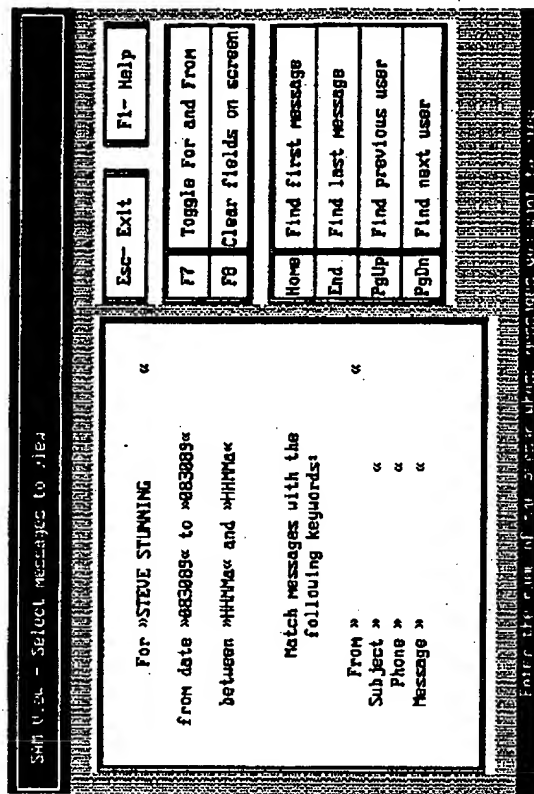


Figure 21-1 SAMview Screen

"Phone" Key Word Field

If you are looking for a message from a particular phone number, enter the phone number in this field.

"Message" Key Word Field

If you are looking for a message that had something to do with a given subject, such as "office furniture" or "database," enter the word here, and *SAM* will search all the message fields to find a match.

Note: Case is not a factor in finding messages. *SAM* converts all letters to upper case before checking for matches.

Function Keys

- F1 Displays the help screen.
- F7 Toggle For and From.
The F7 key changes For to From in both fields where it appears in this message selection screen.
- F8 Clear fields on screen.
Pressing the F8 key clears the screen so you can enter new message information.
- Home Find first message.
Pressing the Home key finds and displays the first or earliest message which meets the criteria you entered.
- End Find last message.
Pressing the End key finds and displays the last or most recent message which meets the criteria you entered.

- **PgUp** Find previous user.

If you have access to other people's messages, pressing the **PgUp** key will display the alphabetically previous name to which you have access.

- **PgDn** Find next user.

If you have access to other people's messages, pressing the **PgDn** key will display the alphabetically next name to which you have access.

- **Esc** Exit

View a message

- Enter as much information as you wish in the Message Selection Screen.
- Press the **Home** key or the **End** key to find and display the message.

The Message Screen will display:

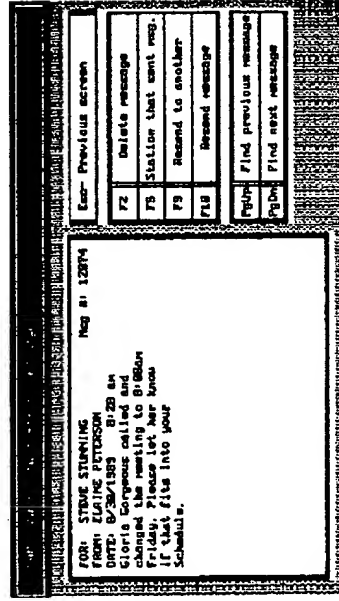


Figure 21-2 View / Re-send messages Screen

Note that the actions of the function keys have changed

Function Keys

- **Esc** Previous Screen.

Press the **Esc** key now to return to the Message Selection Screen from which you made your selections.

- **F2** Delete Message.

Press the **F2** key to delete the message displayed on the screen.

- **F5** Station that sent msg.

Press the **F5** key to display information regarding the station that sent the message and the user name assigned to that station.

- **F9** Resend message to another user.

When you press the **F9** key, the program will ask you for the alternative user you wish to re-send the message to. You must key the name of the user in exactly as it is spelled.

- **F10** Resend message.

Press the **F10** key to re-send the message displayed on the screen. See following section "Resend a message you sent" for more information.

- **PgUp** Find previous message.

You selected the message displayed by pressing **Home** or **End** on the previous Message Selection Screen. Once this message screen is displayed, the **PgUp** key will display the "previous message" which meets the selection criteria you entered. If there are no "previous messages" SAM will tell you.

- **PgDn** Find next message.

You selected the message displayed by pressing **Home** or **End** on the previous Message Selection Screen. Once this message screen is displayed, the **PgDn** key will display the "next message" which meets the selection criteria you entered. If there are no "next messages" SAM will tell you.

View additional messages which meet selection criteria

Once the Message Screen is displayed (see "To view a message" above), additional messages which meet the selection criteria can be viewed by pressing the PgUp key or the PgDn key. Which key you use, depends upon whether you accessed the message with the Home or End key. (See Function Keys above)

Determine the origin of a message

When you send a message, the message screen appears with the sender's name filled in. This name can be changed, of course, merely by typing over the name. If this were not possible, you could only send a message from your own station and that might be inconvenient. Since anyone can send a message from anywhere, every now and then it may be necessary to determine the actual sending device and logged-on user for a message. To do this

- Display the message in question (see "View a message" above)
- Press the F5 key to display the USER NAME and station across the bottom of the message screen.

Find a Message that was for someone else

If an individual has the ability to view another user's messages, he or she can

- Select Review/Resend messages from the SAM menu
- Press PgUp or PgDn key until the user's name is displayed in the first field.
- Use the F7 key to specify whether the message you seek is "For" or "From" the individual.

Enter any other information available to narrow the search (see above section "To view a message").

In general, the more you narrow the search by the information you give SAM, the faster the search. When the message you "know" is there can't be found, it could be because the message was already deleted by the system supervisor; or you saw the message but it wasn't to or from you; or you're looking for the message under the routing name rather than the user name.

Resend a message you sent or recieved

If you send someone a message requesting action or information and you don't get a response, SAM saves you the trouble of having to type another message. You can send a "gentle reminder by "resending" the message.

- Display the message (see "View a message" above).
Once the message is displayed,
 - Press the F10 key to resend the message.
- SAM will add the following line to the message when it is resent:

"This message is a copy."

If you want to send the message to someone else besides the original recipient, then you may use the F9 key instead of the F10 key. When the F9 key is pressed, you are asked who the message is to be sent to. You must enter the full name of the person correctly spelled.

Delete individual messages

Anyone who has been granted the ability to delete messages he or she has sent or received can.

- Select Review/Resend messages from the SAM menu
- Find the desired message (see "To view a message" above).

Once the message is displayed

- Press the F2 key to delete the message.

See SAM/purge Chapter for information on system maintenance of message files.

SAM Help

Introduction

The following is designed as a quick reminder of which records must be created for each of the various kinds of devices to which SAM can send messages.

Regular Message Printer

- Be sure the Message Server has been set up in SAMsites.
- Create a USER in SAMuser. Use PM as the device type.
- Enter you message server name in Site Name.
- Enter series and address from bottom of PIM!
- *Optional:* Create a security record for the USER in SAMsecur.

Teleprinter

- Set up the teleprinter in SAMtpriin
- Create a USER in SAMuser. Use TP as the device type.
- Enter the teleprinter name from SAMtpriin in Site Name.
- *Optional:* Create a security record for the USER in SAMsecur.

Alpha Pagers (Personal Message Receivers)

- Make sure the paging terminal has been set up in SAMpage.
- Create a USER in SAMuser. Use PR as the device type.
- Enter the paging terminal name from SAMpage in Site Name.
- Enter the phone# or PIN from back of PMR in address.
- *Optional:* Create a security record for the USER in SAMsecur.

Beeper

- Set up the Beeper in SAMbeep.
- Create a USER in SAMuser. Use BP as the device type.
- Enter the beeper name from SAMbeep in Site Name.
- *Optional:* Create a security record for the USER in SAMsecur.

Networked PC

- Be sure the Message Server has been set up in SAMsites.
- Create a USER in SAMuser. Use PC as the device type.
- Enter your message server name in Site Name.
- Enter a unique number for each user in address. The program will check to make sure that the number you entered is unique.
- *Optional:* Create a security record for the USER in SAMsecur.

Fax Machine

- Set up the Fax Machine in SAMfax.
- Create a USER in SAMuser. Use FX as the device type.
- Enter the fax name from SAMfax in Site Name.

Group

- Be sure the Message Server has been set up in SAMsites.
- Create a USER in SAMuser. Use GP as the device type.
- Enter your message server name in Site Name.
- *Optional:* Create a security record for a USER in SAMsecur if you wish anyone to have security rights to the GROUP USER messages.
- Enter the Group User Name in SAMroute and list the individual group members.

Any user has security to all messages he or she sends or receives. Security records are only necessary to give one user rights to another user's (or group user's) messages.

MHS (Novell's Message Handling Service)

- Create a USER in SAMuser.
- The USER NAME should contain an eight character or less name followed by @ and then an eight character or less host name. (ie RNORDA @ NOVELL)
- Leave the Site Name blank.

Send the message NOWHERE (Message can be read/reviewed by using SAMview)

- Be sure the Message Server has been set up in SAMsites.
- Create a USER in SAMuser. Leave device type NO.
- Enter your message server name in Site Name.

Other SAM systems

If another one of your offices has a SAM Message server, a user at that site would be set up as follows:

- Set up their SAM Site information using SAMsites.

- Create a USER in SAMuser.
- Enter the site name from SAMsites into Site Name.
- No other fields are relevant.

If you have multiple office locations that have SAM Message servers and you follow the above rules properly, one location can keep up to date the master SAMuser list and then file attach to the other offices the SAMUSER.DAT and SAMNAME.DAT files.

Appendix A - Status codes

The following is a list of the possible error codes in the event of a problem.

02 I/O ERROR

An error occurred during disk read/write. This status may indicate that the file has been damaged and must be recreated, or the file name specified on the open call was not created with the CREATE utility. This status may also occur if the application writes on the position block allocated for the file.

03 NO OPEN

An application must perform a successful open operation before Btrieve can process any other operations. This status may also occur if the application writes on the position block allocated for the file, or passes an invalid position block.

04 KEY NOT FOUND

The requested key value is not found in the specified access path.

05 DUPLICATES ERROR

An attempt was made to add a record with a key field containing a duplicate key value to an index that does not allow duplicate values.

06 INVALID KEY NUMBER

The key number parameter is not valid for the file being accessed. The key number must correspond to one of the keys defined when the file was created.

07 DIFFERENT KEY NUMBER

The key number parameter changed before a get next, get previous, update, or delete operation. The operation requested requires the same key number parameter as the previous operation because the record manager uses positioning information relative to the previous key number. If you need to change key numbers between consecutive get next or get previous operation, first use the get direct operation to reestablish positioning by the new access path.

08 INVALID POSITIONING

An attempt was made to update or delete a record without first performing a get position operation to establish current positioning. This status may also occur if the application writes on the position block allocated for the file.

09 END OF FILE

An attempt was made to read past the end of file. When following an access path in ascending order (using get next operations) Btrieve returns the last record in the access path for the previous request. When following an access path in descending order

(using get previous operations) Btrieve returns the first record in the access path for the previous request.

10 MODIFIABLE ERROR

An attempt was made to modify a key field which was created as non-modifiable.

11 INVALID FILE NAME

The file name does not conform to file naming conventions.

12 FILE NOT FOUND

The file name requested does not exist. This status code may also be returned when the record manager cannot assign a handle to the file because the record manager was not started by a user with access to the file.

13 EXTENSION ERROR

Btrieve cannot find the extension file for a partitioned file which you have attempted to open. Extension files must be loaded on the disk drive specified when the extension was created with EXTEND. Both the primary file and its extension must be loaded to access a partitioned file.

14 PRE-OPEN ERROR

The pre-image file could not be created/opened. A possible cause for this error is that the record manager cannot create a new pre-image file to protect future operations because your disk directory is full. Btrieve must be able to create a pre-image file in order to operate.

If the record manager was abnormally terminated during its previous execution, it may be trying to open the pre-image file to restore file integrity. If the pre-image file has been erased or damaged, the record manager cannot restore the file's integrity. Either use RECOVER to retrieve the damaged file's data records in a sequential file, or replace the file with its most recent backup.

Btrieve may return this status code when the record manager cannot assign a handle to the file because the record manager was not started by a user with access to the file.

15 PRE-IMAGE ERROR

This status indicates an I/O error during the pre-imaging function. Either the disk is full or the pre-image file has been damaged. If the disk is full, erase an unnecessary file or use

EXTEND to gain additional disk space. If the pre-image file has been damaged, the integrity of the Btrieve file cannot be ensured. Either use RECOVER to retrieve the damaged file's data records in a sequential file, or replace the Btrieve file with its most recent backup.

16 EXPANSION ERROR

The directory structure could not be flushed for the expanded file partition. Either the record manager cannot close the file or a new page was added to the file and the record manager cannot close and reopen the file to update the directory structure. Check for a damaged disk. This status may also occur if the application writes on the position block allocated for the file.

17 CLOSE ERROR

The directory structure could not be flushed for the Btrieve file. Either the record manager cannot close the file or a new page was added to the file and record manager cannot close and reopen the file to update the directory structure. Check for a damaged disk.

This status may also occur if the application writes on the position block allocated for the file.

18 DISK FULL

The disk is full and will not allow the file to be expanded to accommodate the insertion. Either erase any unnecessary files or use EXTEND to gain additional disk space.

19 UNRECOVERABLE ERROR

An unrecoverable error has occurred. File integrity cannot be guaranteed. Either use RECOVER to retrieve the damaged file's data records in a sequential file, or replace the Btrieve file with its most recent backup.

20 RECORD MANAGER INACTIVE

A request has been made before the record manager has been started. Issue the command :BTRIEVE to start the record manager.

21 KEY BUFFER ERROR

The key buffer parameter is not long enough to accommodate the key field for the access path requested. Verify that the length of the key buffer equals the defined length of the key specified by the key number parameter.

22 RECORD BUFFER

The date buffer parameter is not long enough to accommodate the length of the data record defined when the file was created. Verify that the length of the data buffer equals the file's defined record length. When this error occurs, Btrieve returns as much of the record as possible in the data buffer.

28 RECORD LENGTH

The record length specified (plus overhead for duplicates) is greater than the page size minus 6.

29 KEY LENGTH

The key length specified must be greater than 0 and cannot exceed 255. The length of a binary key must be even. Btrieve requires that each key page in the file be large enough to hold at least four keys. If the file's page size is too small to accommodate four occurrences of the specified key length (plus overhead), either increase the file's page size or decrease the key length.

30 BTRIEVE FILE NAME

The file name specified is not a valid Btrieve file. Either the file was not created by Btrieve or it was created by an earlier version of Btrieve. Use the program CONVERT4.EXE on the Btrieve Diskette to convert extended files created by version 3 of Btrieve to the current format. If you created files with Btrieve version 1 or 2, use the SAVE and LOAD utilities to convert the files.

31 EXTEND ERROR

The file name specified is already extended. A file can be extended only once.

32 EXTEND I/O ERROR

The file cannot be extended. Possible causes are that the disk directory is full, the disk is full, or the disk is write-protected.

34 EXTEND NAME

The filename specified for the extended partition is not valid.

23 POSITION BLOCK

The position block parameter is not 128 bytes long.

24 PAGE SIZE

The page size must be a multiple of 512 bytes but must be no larger than 4096 bytes. In addition, you cannot create or open a Btrieve file with a page size larger than the page size parameter specified when you initiated the record manager. During a CREATE operation, page size is the first file specification Btrieve checks. A status of 24 may indicate that you passed an invalid data buffer in your application.

25 CREATE I/O ERROR

The file name specified could not be created. Possible causes are a full disk directory, a full disk, or the disk is write-

protected. This status code may also be returned when the record manager cannot assign a handle to the file because the record manager was not started by a user with access to the file.

26 NUMBER OF KEYS

For a page size of 512 bytes, the number of key segments for all key fields specified must be between one and eight. For larger page sizes, the number of key segments for all key fields must be between one and 24. You must define at least one key without the null attribute.

27 KEY POSITION

The key field position specified must not exceed the record length specified. Either the key position is greater than the record length or the key position plus the key length exceeds the record length.

35 DIRECTORY ERROR

An error occurred switching between the current directory and the directory which contains the Btrieve file. Either the current directory or the Btrieve file directory is invalid.

36 TRANSACTION ERROR

A transaction operation cannot be performed because the /T option was not specified when the record manager was loaded.

37 BEGIN TRANSACTION

A begin transaction was issued while another transaction was active. Transactions cannot be nested.

38 TRANSACTION CONTROL FILE

An error occurred when the record manager tried to write to the transaction control file. Possible causes are that the disk is full, the disk is write-protected, or the transaction control file (which is created when the record manager is loaded) has been deleted.

39 END/ABORT ERROR

An end or abort transaction operation was issued without a corresponding begin transaction operation.

40 TRANSACTION MAX FILES

An attempt was made to update more than the maximum number of files allowed within a transaction. The maximum number of different files which may be updated during a logical transaction is 12.

41 TRANSACTION OPEN/CLOSE

An attempt was made to open or close a file while a transaction was active. Open and close operations are prohibited during a logical transaction because they may change the pre-image file.

42 INCOMPLETE ACCELERATED ACCESS

An attempt was made to open a file that was previously accessed in accelerated mode and never successfully closed. The file's integrity cannot be ensured. Either use RECOVER to build a new file or write your own recovery program that opens the file in recover mode and uses step direct to retrieve the data records.

43 INVALID DATA RECORD ADDRESS

The record address specified on a get direct is invalid. Either the address is outside of the file's bounds or it is not on a record boundary within a data page. The 4-byte address you specify on get direct should be one that was obtained by a get position operation.

44 NULL KEY PATH

An attempt has been made to use get direct to establish an access path for a key whose value is null in the corresponding record. Btrieve cannot establish positioning based on a null key value.

45 INCONSISTENT KEY FLAGS

The key flags specification on a create operation is inconsistent. If a key has multiple segments, the duplicate, modifiable, and null attributes should be the same for each segment in the key.

46 ACCESS DENIED

Your application opened a file in read-only mode and attempted to perform an update, delete, or insert on the file. Inconsistent files that are opened in recover mode can be read but not updated. You should build a new file using either the RECOVER utility or the step direct operation. Another possible cause is that the file requires an owner name for updates, and you did not specify the correct owner name when you opened the file.

47 MAXIMUM OPEN FILES

When a file is opened in accelerated mode, the record manager reserves one of its cache buffers for the file. The number of files opened in accelerated mode cannot exceed the number of buffers available in Btrieve's cache. Btrieve always reserves five empty buffers for index manipulation. Restart the record manager with a larger /M option or a smaller /P option to allocate more buffers.

48 INVALID ALTERNATE SEQUENCE DEFINITION

The first byte in an alternate collating sequence definition, the identification byte, does not contain the hexadecimal value AC.

49 KEY TYPE ERROR

An attempt has been made to define an alternate collating sequence for a binary key or key segment. An alternate collating sequence is only allowed for a string type key or key segment.

50 OWNER ALREADY SET

An attempt has been made to perform a set owner operation on a file that already has an owner. Use the clear owner operation to remove the previous owner before setting a new one.

51 INVALID OWNER

During a set owner operation, this status indicates that the owner names specified in the key buffer and data buffer do not match.

During an open operation, this status indicates that the file you are opening has had an owner name assigned to it. Your application must specify the correct owner name in the data buffer.

52 ERROR WRITING CACHE

While trying to make a cache buffer available, Btrieve attempted to write data to a disk from a file that was previously opened in accelerated mode. The operating system returned an I/O error during the write.

53 INVALID INTERFACE

An attempt has been made to access a file containing variable length records with a language interface from Btrieve version 3 or earlier. To access files with variable length records, you must use a version 4 interface.

80 CONFLICT

The update/delete operation cannot be performed because the record has been changed by another station since this station read it. Reread the record to perform the operation.

81 LOCK FULL

The lock function call to the operating system failed, or the lock table is full. Under the IBM network, Xenix, or a multi-user system, try reloading Bserver, Btrieve, or Bmulti, and specifying a larger number for the /L option.

82 LOST POSITION

When performing a read next or previous on a key with duplicates, an attempt has been made to retrieve a record that has been deleted or whose key value has been modified by another station. Reestablish positioning using a get equal or a get direct operation.

83 READ OUTSIDE TRANSACTION

An attempt has been made to delete or update a record within a transaction and the record was not read within the transaction. If you are going to update or delete a record within a transaction, you must read the record within the transaction to ensure you have first obtained exclusive access to the data.

84 RECORD IN USE

An attempt has been made to lock a record that is currently locked by another handle.

85 FILE IN USE

An attempt has been made to open a file, lock a record, or access a record within a transaction while another handle holds the transaction lock on the file or has the file open in accelerated mode.

86 FILE FULL

The file table is full. Specify a larger number for the /F parameter for Btrieve, Bserver, or BMulti.

87 HANDLE FULL

The handle table is full. Reload Bserver or Bmulti and specify a larger number for the /H parameter. Another possibility is that

the operating system cannot assign a handle. Increase the files parameter in the CONFIG.SYS file.

88 MODE ERROR

An attempt was made to open a file with an incompatible mode. In the IBM network, Xenix, or multi-user system, if the first handle to access a file opens it in accelerated mode, all other must open it in accelerated mode. The opposite is true for opens made in non-accelerated mode.

89 NAME ERROR

Bserver was loaded before you specified the short name to which the device was redirected. You must specify all short names that you want to share with the NET SHARE command before you start Bserver.

90 DEVICE FULL

The redirection table is full. Reload Bredir and specify a larger number for the /R parameter.

91 SERVER ERROR

Bredir cannot establish a session with the server. Either Bserver has not been started for the device controlling the requested file, or no Btrieve files are open on the device. Verify that Bserver is active on the server to which the device has been redirected.

If you are running a local application on the server, verify that bredir is loaded on the server. Also verify that the /SES parameter is large enough to support the number of sessions required for the parameter you specified on your NET START command.

92-TRANSACTION FULL

The number of active transactions you specified when you loaded Bserver has been exceeded. Reload Bserver and specify a larger number for the /T option.

99 DEMO ERROR

An attempt has been made to add more than 24 records to a file using the demonstration version of Btrieve. The record manager provided with the Btrieve demo will not allow more than 24 records in a file.

INITIALIZATION ERRORS

If Btrieve encounters an error during initialization, it displays a message on the screen and does not load the record manager into memory. Btrieve may report the following messages when you attempt to load the record manager.

INCORRECT DOS VERSION

Your computer must run DOS version 2.0 or later for single-user or multi-user Btrieve, or version 3.1 or greater for network systems.

INCORRECT PARAMETER

An illegal parameter was specified on the BTRIEVE command. The valid parameters are /M, /P, /T, /I, /C, /B, and /F.

INSUFFICIENT MEMORY FOR PARAMETERS SPECIFIED

Btrieve cannot allocate the minimum number of buffers required within the specified amount of memory. Either reduce the page size parameter (/P) or increase the memory size parameter (/M).

Another possibility is that your system does not have enough available memory to load Btrieve at the requested size. In that case, either reduce the /M parameter, eliminate other memory resident programs, or add more memory to your system.

INVALID FILE PARAMETER

Values between 1 and 255 are valid.

INVALID MEMORY PARAMETER

An invalid size was specified on the /M parameter. The memory size must be a number between 9 and 64 inclusive. Depending on the other parameters you specify, the minimum memory size you can specify may be greater than nine.

INVALID PAGE SIZE PARAMETER

An invalid page size was specified on the /P parameter. The page size must be a multiple of 512 bytes, but no greater than 4096 bytes.

INVALID PRE-IMAGE DEVICE PARAMETER

The drive letter specified on the /I option does not refer to a valid drive.

INVALID PRE-IMAGE MEMORY PARAMETER

Values between 1 and 64 are valid.

INVALID TRANSACTION PARAMETER

Btrieve cannot create, read, or write the transaction file at the location specified by the /T parameter. Verify that a valid path name was specified on the /T option, that the disk contains available space and is not write protected, and that you have access rights to that location.

If the correct location was specified and your system failed during a transaction, Btrieve cannot recover. You will have to replace all files within the transaction with their most recent backup.

PROGRAM ALREADY LOADED

The Btrieve record manager has already been loaded.

UNABLE TO ACCESS BTRIEVE FILE FOR TRANSACTION RECOVERY

One possibility is that Btrieve cannot open one of the files involved in an incomplete transaction. Verify that all files involved in the transaction are online and issue the BTRIEVE command again.

Another cause for this message is that an I/O error occurred

when Btrieve attempted to read or write one of the files. In order to recover an incomplete transaction, Btrieve must read and write the header record in each of the files involved in the transaction. If the disk is write-protected, remove the write-protection tab and issue the BTRIEVE command again. The file

may have been damaged. Check for media failure and replace all Btrieve files in the transaction with their most recent backup.

Appendix B - Modems

MODEM INITIALIZATION

Some modems require customized modem initialization and dial strings. These commands are put into a file called SAM-SETUP.DAT which is loaded when SAMSERVE is executed. Put any custom modem strings into the line that reads --- MODEM INITIALIZATION (See SAMSERVE chapter). The modem initialization string is executed when the message server first comes up and each time after the modem has been placed on hook. You may also need to modify the MODEM DIAL STRING.

The strings can contain some special characters as follows:

- ~ = Carriage Return
 - ^ = Pause for 1 second
- Spaces are allowed in the string.

Hayes Smartmodem 1200

Switches are ON when they are away from the numbers (to the right) and OFF towards the numbers (to the left).

Dip Switch 1 controls the DTR signal and must be UP.

Dip Switch 2 controls Verbal Result Codes and must be UP.

Dip Switch 3 controls Result Code Display and must be DOWN.

Dip Switch 6 controls the DCD signal and must be UP.

Dip Switch 8 controls Smart Mode operations and must be DOWN.

All the other switches should be set appropriately for your installation.

Hayes Smartmodem 2400

The Hayes 2400 uses software switches, therefore no switches can be set on the modem. The Hayes 2400 requires you to enter a modem initialization string and modem dial string in the file SAMSETUP.DAT.

The modem initialization string should be as follows:

ATZ~ ^ ^ AT &F &C1 &D2 &W~ ^ AT EX1 S0=1~

The modem dial string and should be as follows:

ATZ~ ^ ^ AT &F &C1 &D2 &W~ ^ AT EX1 S0=1~ ^ AT
DT

MICROCOM AX/9600

Front Switches: switches 2,3, and 8 must be DOWN and all others must be UP.

Rear Switches: switches 1,3,5 and 7 must be DOWN and all others must be UP.

The Microcom AX/9600 requires you to enter a modem initialization string and modem dial string into the file SAMSETUP.DAT.

The modem initialization string should be as follows:

ATZ~ ^ ^ AT\ \J0%C1%P0&W~

The modem dial string and should be as follows:

ATZ~ ^ ^ ATDT

U.S. ROBOTICS COURIER HST

Dip Switch 1 controls the DTR signal and must be UP.

Dip Switch 2 controls Verbal Result Codes and must be UP.

Dip Switch 3 controls Result Code Display and must be DOWN.

Dip Switch 6 controls the DCD signal and must be UP.

Dip Switch 9 controls the Normal Mode Escape code and must be UP.

In addition switch 5 and 10 must be UP.

All the other switches must be left at their factory settings.

The Courier HST requires you to enter a modem initialization string and modem dial string into the file SAMSETUP.DAT.

The modem initialization string should be as follows:

ATZ~ ^ ^ AT&F&B0&N0S0=1&W~ ^ ^ ^ ^ AT~

The modem dial string should be as follows:

ATZ~ ^ ^ ATDT

U.S. ROBOTICS COURIER 2400

Dip Switch 1 controls the DTR signal and must be UP.

Dip Switch 2 controls Verbal Result Codes and must be UP.

Dip Switch 3 controls Result Code Display and must be DOWN.

Dip Switch 6 controls the DCD signal and must be UP.

Dip Switch 9 controls the Normal Mode Escape code and must be UP.

In addition switch 5 and 10 must be UP.

All the other switches must be left at their factory settings.

U.S. ROBOTICS SPORTSTER 2400 PC

Switches are ON when they are away from the numbers (to the left) and OFF towards the numbers (to the right).

Dip Switch 1 controls the DTR signal and must be OFF (Right).

Dip Switch 2 controls Verbal Result Codes and must be OFF (Right).

Dip Switch 3 controls Result Code Display and must be ON (Left).

Dip Switch 6 controls the DCD signal and must be OFF (Right).

Dip Switch 8 controls Smart Mode operations and must be ON (Left).

Dip Switch 9 controls the normal escape code and must be ON (Left).

All the other switches should be left at factory default settings.

Appendix C - SAM Fax Option

Introduction

If you have purchased the SAM Fax option, carefully read this section. It will explain how to successfully install and operate SAM to get the greatest benefit out of the fax capability.

In order to use the SAM Fax option, you must have a DCA/Intel Communicating Applications Specification (CAS) compatible fax board such as the Intel Connection CoProcessor. This fax board will need to be installed in your SAM Message Server. The SAM fax software consists of a new SAMSER V.E.EXE program and the SAMFAX.EXE program.

Installation

The installation process involves the following steps:

1. Install the CAS compatible fax board in the SAM server machine
2. Load the necessary SAM software
3. Update the SAMSETUP.DAT file to notify SAM of the existence of a fax board

4. Change SAMSTART.BAT to load the CAS driver
5. Setting up fax locations using the SAMfax program
6. Setting up additional users using the SAMuser program

Installing the Fax Board

The CAS compatible FAX board and software should be installed according to the directions supplied with the board. It is also advisable to run the diagnostic program that comes with the board to insure the board is operating properly.

As you install the software that comes with the board, jot down the name of the subdirectory that the software was installed to. You will need the path name to that subdirectory later in the installation process.

Note: The drive you install the fax software **MUST** be the same drive that SAM is installed.

When installing the software that came with your fax board, it is advisable to set the number of tries the board will try dialing a fax machine to ONE. When you set up a fax machine using the SAMFAX program, you define how many times to try dialing a fax machine before giving up. If the fax board tries also, it may make more attempts than you desire. This option is set in the advanced options in the Intel Communications CoProcessor.

Load the SAM software

If you did not originally order the SAM fax option, you will need to upgrade your SAM programs. You will have received four diskettes labeled SAM Supervisor Disk #1, SAM Supervisor Disk #2, SAM Options Disk and SAM User Disk #1. The Supervisor and Option diskettes should be copied to the supervisors area and the user diskette to the user area. For example:

- CD\SAMSUPER
- (Insert Supervisor Disk #1) COPY A:*

- (Insert Supervisor Disk #2) COPY A:*
- (Insert Options Disk) COPY A:*
- CD\SAMSERVE
- (Insert User Disk #1) COPY A:*

Update SAMSETUP.DAT

SAMSETUP.DAT is located in the SAM supervisors directory. This file tells SAM its particular environment. (See SAMSERVE section for more information)

Using your favorite editor, add the following line to SAMSETUP.DAT:

- --- FAX BOARD INSTALLED, PATH = "F:\CONNECT\CCAM.F:\CONNECT\CCAM.CFG"

Make sure you substituted the appropriate path name of where the fax board software is loaded. Be very careful to type this line in exactly as you see it or SAMSERVE may not recognize it. When the SAMserver is brought up, watch the screen to see if it recognized the SAMfax option.

Load the CAS Driver

Using your favorite editor, add a line to SAMSTART.BAT to load the CAS driver. For example, if I had an Intel CoProcessor board and the software was installed on F:\CONNECT, then I would add the following line right after the BTREIVE line:

- F:\CONNECT\CCAM F:\CONNECT\CCAM.CFG

Add Fax Locations using SAMfax

From the SAM menu, select the option marked SAMfax to add fax locations to SAM. (see the separate SAMfax section for further information)

SAM fax locations are treated like any other SAM remote receiving device. You must set up a location (using SAMfax in this case) and then assign users to that location (using SAMuser). Although it seems you are doing the same work twice, this method allows you to assign multiple users to the same fax machine. The users sending a message need not know that their receiving device is really a fax machine rather than any other SAM device.

There is one special fax location that you must add. It is called:

- **QUICK FAX**

QUICK FAX is a wild card fax location that allows a user to send a fax to a location that has not previously been defined through SAMfax. For example, if someone had a one time message or document to be sent to a fax machine, the user would simply send it to QUICK FAX and put the fax machine phone number in the PHONE: field and who it was for in the SUBJECT: field.

Add Fax users using SAMuser

Now that you have set up Fax locations and QUICK FAX using SAMfax, you are now ready to assign users to those locations. In order to set up a fax user, fill in the Name, Site Name, and Type in the SAMuser utility. The Name should be the person's name you wish to correspond with. The Site Name should be the Fax Location you set up using SAMfax. Put FX (for FAX) in the Type field. Be sure to press F10 to save the record.

You should also set up the user QUICK FAX. In this case, QUICK FAX would be put in the User Name field as well as the Site Name field. Again put FX in the type field and press F10.

There is also another special user you will want to set up. It is the:

- **FAX SUPERVISOR**

The FAX SUPERVISOR is where SAM sends messages to regarding the fax board. SAM sends messages to the FAX SUPERVISOR when an incoming fax has arrived. SAM also sends any fax errors to the FAX SUPERVISOR.

Sending a Fax

To set up the FAX SUPERVISOR, put FAX SUPERVISOR in the user name field. The rest of the fields will be very similar to the way YOU are set up in SAMuser, if you want these messages to come to you. You can Route the FAX SUPERVISOR just like any other user if you would like multiple people to be notified concerning the fax.

You send a message to a fax machine exactly like any other message. Simply press your SAM HOT KEY and type in the name of the person you wish to correspond with. Fill in the message form and press F10. The message and any file attachment will be sent to the fax machine.

If the name has NOT previously been set up, you may still send a message NOW! Simply press your SAM HOT KEY and type QUICK FAX in the FOR: field. The following fields must be properly filled in:

- Subject: (The name of the person of who the fax is for)
- Phone: (The phone number of the fax machine)

Note: If you normally have to press 9 to dial out, you may also have to preface the fax phone number with a 9. Inserting a comma after the 9 will cause a pause of 1 second.

Attaching a message to a fax

If you send a file with your message to a fax machine, it will also print out on the fax machine. However, current CAS fax boards only support 3 types of files:

- DOS Text files
- PCX files
- DCX files

In other words, the Fax board in the SAM server will not understand WordPerfect files, LOTUS 1-2-3 files, etc... in their raw form. Many SAM users have found that building a macro in their word processors has helped them save word processing files to text files easily, before they attach the file.

SAM assumes it is a text file unless the file name has the extension PCX or .DCX.

A PCX file is a standard file format for storing graphic oriented information. If you have a scanner, this is usually an option of how it stores the scanned image into a file.

A DCX file is a multiple paged PCX file. Usually a PCX file is one file for one page. The DCX format allows for multiple pages into one file.

Receiving a Fax

When a fax comes into the SAM Server, SAM sends a message to the FAX SUPERVISOR stating how many pages were received, where it came from, and where the fax pages were placed on your hard disk. Each page is stored separately as a PCX file. SAM uses his message number plus the page number for the file name. (ie. 26029_01.PCX)

In order to print the fax to your printer, you must use the software that came with your CAS compatible fax board. For example, if you have an Intel CoProcessor, use the VIEWMAG command to print a fax page.

Appendix D - SAM on a Novell Network

MAKE SURE THE SAM DRIVE EXISTS

Make sure the drive letter (ie F:) you set up in SAMinit exists for every user. It does not have to be mapped to any particular subdirectory, but it does have to be mapped to the same volume (ie SYS:). This can be done by mapping that drive in the system login script. You can check and see if the drive exists by using Novell's MAP utility.

Example

If you ran SAMinit, and made the SAM directory path:

S:\PROGRAMS\SAM\SAMSERVE

A user will not be able to log in to SAM unless drive S: exists on that workstation. To insure the drive exists, you would put the following command in the system login script using Novell's SYS-CON utility:

- MAP S: =SYS:

Make sure all users have rights

All users must have ALL rights to SAM's working directory. It is easiest to add this trustee assignment in the Novell group EVERYONE.

Example

If your SAM working directory is \PROGRAMS\SAM\SAMSERVE, and assuming this subdirectory was on volume SYS:, you would want to add the following trustee right in the EVERYONE group by using the SYSCON utility:

- SYS:PROGRAMS\SAM\SAMSERVE

Make sure all users have a search path

Each user of SAM should have a search path to the SAM working directory. The easiest place to do this is in the system login script. However, you must be careful if you define search paths in the system login scripts AND the user login scripts. It is possible for a search mapping in the user login script to map over a search mapping that was defined in the system login script. (Refer to the Novell documentation for more information on this)

Example

If your SAM working directory is SYS:PROGRAMS\SAM\SAMSERVE, you would add the following search path in the system login script:

- MAP S16: = SYS:PROGRAMS\SAM\SAMSERVE

Automatically loading SAM

You can automatically load SAM for all users very easily by adding the following commands to your system login script:

- #SAMSHLL
- #SAMNET
- #SAMLOGIN/N

The /N parameter causes SAM to read the Novell Full Name field from Novell's bindery as the SAM user name. Therefore, if this parameter is used, the Novell Full Name must match EXACTLY the SAM user name that you entered in the SAMuser program. You enter the Novell Full name through Novell's SYSCON utility.

Creating a SAM server user name

It is recommended that you add a user to your system that represents the SAM Server. For example, by using the SYSCON utility, you could insert a user called SAMSERVER. You should give SAMSERVER supervisor equivalent rights so SAM can have access to all the files when it file attaches things. Alternatively, you can just give SAMSERVER trustee assignments only to those areas to where people will be sending or receiving file attachments.

Automatically running the SAM server

You can have your computer automatically bring up the SAM SERVER when it is turned on. You would do this by having you AUTOEXEC.BAT file run LOGIN SAMSERVER if you have set up SAMSERVER as a user as described above. An example AUTOEXEC.BAT file would look like:

- IPX
- NET3
- F:
- LOGIN SAMSERVER

The IPX and NET3 programs should be on your boot disk.

In order for SAM to automatically run, you should add the following to the system login script through Novell's SYSCON utility as follows:

- IF "%LOGIN_NAME" = "SAMSERVER" THEN
BEGIN
- MAP S: = SYS:\PROGRAMS\SAM\SAMSUPER
- DRIVE S:
- #COMMAND /C SAMSTART
- END

You can also have SAM automatically log himself out if for some reason he is terminated. This is done by adding a command into the SAMSERVER user login script as follows:

- #LOGOUT

Appendix E - MHS Gateway

Adding MHS information to SAMsetup.dat

In order for MHS to work correctly, SAM must know two things about how you have Novell's MHS gateway configured. They are as follows:

- The directory path where MHS created its directories
 - The name you gave the gateway as you created it in MHS
- In addition you must decide how often (in minutes) SAM should check the MHS directories for an incoming message. Once you have obtained this information enter the following lines in SAM-SETUP.DAT. The information between the quotes may be different in your configuration.

- --- MHS GATEWAY AVAILABLE, PATH =
"T:\MHS\MAIL\GATES\TEKNOV"
- --- MHS GATEWAY NAME = "TEKNOV"
- --- MHS CHECK GATEWAY TIME = "5" (Optional) (Minutes)

Setting up an MHS User

You set up an MHS user the same as any other type of user through the SAMuser program. The Site name should either be blank or the name of your local SITE. The interface type must be MH. There are a couple things you should be aware of while setting up your user names relating to MHS.

First, MHS likes to see an eight character or less user name followed by an @ and then an eight character or less host name. In order to conform with this convention, you should enter this name (both name AND hostname) as the SAM user name. (ie. RNORDA @ NOVELL).

Secondly, when SAM sends a message to a MHS user, he needs to tell MHS who it is from. When someone sends a message, SAM will use the FROM field (from the message screen) as to who the message is from as far as MHS is concerned. If the FROM field contains a valid MHS username @ hostname convention, then it will use that name. If the FROM field does not contain a standard MHS convention, it will use the first 8 characters (blanks between words replaced with dashes) as the username and will use the gateway name defined in SAMSETUP.DAT as the hostname.

Where SAM talks to MHS

When a user has an interface type of "MH", SAM will write the SMF compatible file into the path defined in SAMSETUP.DAT in the subdirectory \IN. (ie. I:\MHS\MAIL\GATES\TEKNOV\IN)

Any file attaches will be copied to \IPARCEL. In turn SAM polls for files coming to it in the \OUT directory and will pick up associated file attachments in the \OPARCEL directory.

All file names are the DOS 3.1 unique names (ie \$T001234)

Formatting of the messages

SAM must do some message formatting when messages go back and forth between SAM and MHS. When a message goes from SAM to MHS, then the message is expanded to 70-75 characters per line so the message looks normally formatted from other MHS products like The Coordinator. When messages come from MHS, it takes the message and formats it into SAM format. If the MHS message has more information than fits into one SAM message, then multiple SAM messages are generated.

File Attachments

Single file attachment are supported in either direction between SAM and MHS. When an attachment comes from MHS to SAM, SAM puts the file into the users home directory as defined in SAMuser.

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